

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
674	Both	(Unknown)	<p>When we now look at the response to question # 352, it appears that the Govt is actually requesting that deviation descriptions for both stipulated and narrative requirements appear in a separate, stand alone section, apart from the Section L statements.</p> <p>(1) We need to ensure that our understanding of Checklist component # 10 is correct - that the Govt is indeed requesting that all deviations appear together in a separate section?</p> <p>(2) For component list item # 11, do we interpret this correctly to mean that for narrative requirements to which we state compliance, that those compliance explanations should also appear in a separate section of the Technical Volume?</p> <p>(3) If the instructions indicate that any exceptions/deviations should appear separately in a stand alone section, does this follow through to the other volumes of the proposal as well?</p>	<p>Question 1: No, Section L provides the option of using either a distributed set of exception/deviation rationale or a physically integrated separate section of exception/deviation rationale. In both cases, Section L requires the offeror to provide a volume reference in the stipulated or narrative requirements checklist that identifies where the rationale can be found. Both options conform to the logical checklist provided in the answer to Question #352.</p> <p>Question 2: No, Section L provides the option of using either a distributed set of narrative responses or a physically integrated separate section of narrative responses. In both cases, Section L requires the offeror to provide a volume reference in the narrative requirements checklist that identifies where the narrative response can be found. Both options conform to the logical checklist provided in the answer to Question #352.</p> <p>Question 3: No, Section L provides the option of using either a distributed set of exception/deviation rationale or a physically integrated separate section of exception/deviation rationale in all volumes. In all cases, Section L requires the offeror to provide a volume reference in the stipulated or narrative requirements checklist that identifies where the rationale can be found.</p>
675	Both	(Unknown)	To provide maximum space for explaining the technical solution, will GSA amend the RFP to require that SEDs be included as an appendix, rather than as part of the Technical Volume?	No. Section L.34.1.8 (Universal/Enterprise) and Section L.35.1.8 (Enterprise) apply to SEDs and each list the same three requirement paragraphs. Paragraphs (a) and (b) require the offeror to fill out tables describing the proposed SEDs and detailing the number of each item required to satisfy the Requirement Sets defined in Section J.5. Paragraph (c) requires the offeror to describe how the proposed SEDs were selected and proposed in response to a particular requirements set. The offeror's responses to the requirements in paragraph (c) shall be included in the offeror's Technical Volume. The offeror's responses to the requirements in paragraphs (a) and (b) may be included in an appendix to the Proposal, pursuant to the requirements contained in Section L.33.3.
676	Enterprise	(Unknown)	Will a wireless provider be required to supply a verification test plan? We sell commercially.	A Verification Test Plan is required. Refer to Section E.

Questions and Answers for Networx Universal and Enterprise RFPs

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677	Enterprise	(Unknown)	In regards to the performance based measurements, what are the specifics on the types of measurements?	For Cellular/Personal Communication Services (Section C.2.14.1), two key performance indicators (KPIs) will govern this service offering: Key Performance Indicator (KPI) Service Level Performance Standard (Threshold) Acceptable Quality Level (AQL) How Measured Availability (Voice Service) Routine 99.5% =99.5% See Note 1 Time To Restore (TTR) Without Dispatch 4 hours = 4 hours See Note 2 With Dispatch 8 hours = 8 hours Note 1: Voice Service availability is calculated as the average voice service availability for the contractor's network. Note 2: See C.3.3.1.2.4 of the RFP for the TTR definitions and measurement guidelines.
678	Both	B.1.3.5	The requirement that all domestic transport and access services be unbundled restricts the ability of offerors to propose more attractive prices for end-to-end service that may vary in the way prices are structured. This would deprive the government of potentially more attractive pricing offers that carriers in competitive markets may develop. Permitting offerors to propose pricing structures that are consistent with their commercial offers as suggested above will enhance competition and benefit the government by the more attractive prices, terms and conditions that such competition produces. Evaluation of offers could instead be based on pricing out specific offers for services rather than being based on pricing out contemplated Traffic Model. Such an approach would enable various offers to more closely match their commercial pricing structures and avoid the additional costs of creating billing systems that accommodate this complicated pricing formula. Please consider abandoning the requirement that all domestic transport and access services be unbundled.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
679	Enterprise	B.2.13.3.2	Table B.3.2.2-5 NMLI service is an antiquated service being replaced with Metro Ethernet Access. Will GSA allow vendors to substitute metro Ethernet solutions instead of NMLI, which is being replaced?	RFP Section C.2.16 defines NMLI as an SDP-to-POP connection function with specifications that are not antiquated. The RFP definition of NMLI is not the same as Metro Ethernet. However, the Government recognizes that there are other industry definitions of NMLI that are antiquated. Therefore, the Government will amend the RFP references of "NMLI" to "Ethernet Access" in Sections B.2.13.3, B.3.2, C.2.16, and C.2.13.3 for clarity purposes. Please note that this amendment is a name change only.

Questions and Answers for Networx Universal and Enterprise RFPs

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680	Enterprise	B.2.13.4	Section B.2.13.4 requires Wireless Access services as a mandatory stand alone service while Section B3.3 has Wireless Access as optional. Will it be acceptable for WLSAA to be optional both as a standalone service and as an element of access for other services?	The respondent is correct that Wireless Access Arrangement is optional in Enterprise (see Sections B.3.3 and C.2.16.2.3). However, the respondent is incorrect in stating that Wireless Access Service is mandatory. All Access Services, including Wireless Access Service, are optional in Enterprise. Please refer to Table B.1.2-1 or Figure C.2-1b. Thus both WIsAS and WIsAA are optional.
681	Universal	B.2.15.1	Table B.2.15.1.2-2 The RFP mandates under Section B.2.15.1.2 that "Table B.2.15.1.2-2 provides applicable charging mechanisms and charging units for MSS service initiation." Table B.2.15.1.2-2, however, contains MRC CLINs rather than NRC CLINs. Will GSA clarify whether these CLINs are supposed to be for NRCs and not MRCs?	The referenced CLINs are MRC CLINs. The Government will amend the titles of Table B.2.15.1.2-1 to read "MSS MRC Prices" and of Table B.2.15.1.2-2 to read "MSS MRC Pricing Instructions".
682	Universal	B.2.15.1	Table B.2.15.1.2-6 The MSS Non-Domestic Usage Pricing Instructions table contains CLINS that seems to be for MRCs. Will GSA clarify whether the CLINs are for MRCs.	No, the CLINs in Table B.2.15.1.2-6 are per six seconds usage.
683	Universal	B.2.15.1	Table B.2.15.1.3-2 All the CLINs under the MSS Feature Pricing Instructions table contain 6 digits only. It does not begin with a zero like all the other CLINs in the RFP. For purposes of consistency in the CLIN structure, will GSA clarify whether these CLINs should begin with a zero?	Yes they should begin with a zero. The RFP will be amended accordingly.
684	Universal	B.2.15.1	Section C.2.15.1 indicates Mobile Satellite Service (MSS) as Optional, however, Section B.2.15.1 does not indicate MSS is an optional service. Will GSA revise Section B.2.15.1 to state that MSS is an optional service?	Section B.2.15.1 will be changed through an upcoming RFP amendment to indicate that the service is optional.
685	Universal	B.2.15.1	The pricing structure for 64 Kbps and 128 Kbps High Speed Data (HSD) does not reflect current pricing practices. There is both a fixed monthly charge and variable usage charge for HSD. Table B.2.15.1.3-2 provides MRC CLINs per terminal but does not provide CLINs for the usage. In keeping with commercial practice, we recommend that the Government provide CLINs for both 64 Kbps and 128 Kbps High Speed Data. Will GSA provide Usage CLINs for HSD?	The Government will amend the RFP to provide usage CLINs.
686	Universal	B.2.15.2	Section C.2.15.2 indicates Fixed Satellite Service (FSS) as Optional, however, Section B.2.15.2 does not indicate that FSS is an optional service. Will GSA revise Section B.2.15.2 to state that FSS is an optional service?	Section B.2.15.2 will be amended to indicate that the service is optional

Questions and Answers for Networx Universal and Enterprise RFPs

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687	Universal	B.2.15.2.1	The price structure for Fixed Satellite does not include Non-Recurring Charge for Basic Service. Will GSA revise the price structure to include Non-Recurring Charge and provide NRC CLINs?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
688	Both	B.2.2.3	Table B.2.2.3.4-2 The RFP states for CLIN 0039009 "Announce Connect" that pricing is "per month per Toll-Free Number" rather than pricing it per application. Would GSA allow bidders to price CLIN 0039009 "Announce Connect" on a per application basis for each customer rather than charging it per toll-free number.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
689	Both	B.2.2.3	Table B.2.2.3.4-2 The RFP states for CLINs 0039031-0039033 "Custom Call Records", the charge units are based on the type of report and on per transcription minute. Will GSA allow bidders to price CLINs 0039031-0039033 "Custom Call Records" based on a flat rate for a daily, weekly and monthly report rather than charges for numeric- or alphanumeric-only report? And use a flat rate instead of a charge per transcription minute?	The Government will amend the RFP to change the charging unit for CLIN 0039031 to "charge per report record" and delete CLIN 0039032. The Government will not change the pricing for CLIN 0039033.
690	Both	B.2.2.3.1.2	The RFP states that the "Flat Rate pricing shall be provided on a per SDP basis". The vendor recommend that the government clarifies the definition of "SDP". Is it done at the origin or at the termination of the call? If it is termination then we recommend separate CLINs per SDP. Would GSA be agreeable to define if the "SDP" is done at the origin or at the termination of the call?	For TFS Flat Rate pricing, pricing shall be provided on a per SDP basis at the terminating location of the call. GSA does not expect the contractor to provide different pricing at every SDP location under the contract. Each CLIN price for flat rate pricing will be for all SDPs. For VS Flat Rate pricing, pricing shall be provided on a per SDP basis at the originating location of the call.
691	Both	B.2.2.3.1.2	This section states that the option flat rate pricing shall be provided on a SDP Id basis. This would provide almost insurmountable issues. For every SDP Id, for every Flat rate CLIN, for every overage CLIN, and for every routing or critical CLIN, a rate table would have to be created. Does GSA expect the contractor to provide pricing at every SDP location under the contract?	Flat rate pricing shall be provided on a per SDP basis (not on a per SDP ID basis). GSA does not expect the contractor to provide different pricing at every SDP location under the contract. Each CLIN price for flat rate pricing will be for all SDPs.
692	Universal	B.2.3.1	Table B.2.3.1.3-10 The RFP mandates pricing of PVC's by Nx1Mbps. Will GSA if the 1Mbps increment is assumed to be the same as Nx1.024Mbps, as the speed of 1.024Mbps is the industry standard?	The question is unclear, and the Government is not able clearly to understand the intent of the questioner. However, commercial practice is in fact not uniform in this respect, and the Government will not change the requirements.

Questions and Answers for Networx Universal and Enterprise RFPs

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693	Both	B.2.3.1	Table B.2.3.1.3-2, Table B.2.3.1.3-6, Table B.2.3.1.3-10 The RFP provided MRC CLINs but has removed the NRC CLINs that were previously listed in the Draft RFP. We recommend that GSA include NRC CLINs. Doing so would be consistent with commercial practice and would benefit the Government, as it allows for pricing flexibility. Will GSA be agreeable to including optional NRC CLINs for these services?	No, the Government considers that NRC CLINs are not needed.
694	Both	B.2.3.1.4-2 & B.2.3.2.4-2	Will the Government convert the IP-enabled feature of FRS (and ATMS) into a full-fledged PVC type, allowing each IP-enabled PVC speed to have its own CLIN? Thus, there would be a new IP-enabled PVC Price Table created (for both FRS and ATMS), and the feature CLINs would be deleted. This request is consistent with the current FTS2001 contracts, which have been successfully implemented. - minimizing the impact on current billing/implementation systems. Also, this is our understanding of standard industry practice. Using the proposed RFP feature approach, there would essentially be several types of IP-enabled PVCs, depending on which existing PVC type that the feature is ordered with, contrary to industry practice.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP
695	Both	B.2.3.2.4-2	Will the Government modify the ATM Switch Diversity and ATM POP Diversity features to be priced with a fixed price MRC and a fixed price NRC? The fixed price structure is standard industry practice and simplifies the pricing (no ICB pricing). The ICB nature of the feature would be related to the dedicated access, and could be handled more appropriately (i.e. price associated with the function) with an ICB access price.	Yes. In an upcoming amendment, the Government will amend the ATM Switch Diversity and ATM POP Diversity features to be priced with a fixed price MRC.
696	Both	B.2.4.1	Table B.2.4.1.4-3 Section C.2.4.1.1.5 IPS Feature Set identifies ISDN BRI at a peak data rate of 64 Kbps and ISDN BRI at a peak data rate of 128 Kbps as Optional. However, the corresponding CLINs for these services under Table B.2.4.1.4-3 does not indicate that they are optional. Will GSA modify Table B.2.4.1.4-3 to reflect CLINs 0749002 thru 0749003 and 0749006 thru 0749007 as optional?	The Government will amend the RFP to label the CLINs 0749002, 0749003, 0749006, and 0749007 in Table B.2.4.1.4-3 as "optional."

Questions and Answers for Networx Universal and Enterprise RFPs

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697	Universal	B.2.4.1	All the IPS Port tables for domestic and non-domestic includes Routine and Critical CLINs for OCn ports, however, there is no mention of pricing it as an ICB. In addition, it requires an OC192c port which is not commercially available at this time. These tables are as follows: B.2.4.1.3.1-2 IPS Domestic Port Pricing Instruction – Intranet/Extranet; B.2.4.1.3.1-4 IPS Domestic Port Pricing Instructions – Internet; B.2.4.1.3.2 2 IPS Non-Domestic Port Pricing Instruction – Intranet/Extranet; B.2.4.1.3.2-4 IPS Non-Domestic Port Pricing Instruction – Internet We recommend that GSA allow all OCn ports to be priced as ICB, and allow for all OC192c to be optional, not only for Critical CLINs but for Routine CLINs as well. This proposed solution is in keeping with commercial practice and can benefit the Government as it allows pricing flexibility. a: Will GSA allow contractors to offer ICB pricing for all Domestic and Non-Domestic OCn ports? b: Will GSA allow all OC192c to be optional?	A. No, the Government will not allow the contractors to offer ICB pricing for all Domestic and Non-Domestic OCn ports. B. The Government will not allow OC192c to be optional. However, the Government will amend the RFP to add a sentence in Section B.2.4.1.3.1 - IPS Domestic Port Prices and Section B.2.4.1.3.2 IPS Non-Domestic Port Prices stating that: "The contractor shall offer the IPS ports when commercially available from the contractor."
698	Both	B.2.4.1.3	Section, User-to-Network Interface for IPS, Paragraph C.2.4.1.2.2, page C-64 of the RFP mandates IPS UNIs for ATMS (UNI Type 1) and IPS UNIs for FRS (UNI Type 5). These UNI types do not appear explicitly in the any of the pricing tables for IPS in Section B.2.4.1.3. Would GSA please clarify where the Contractor is to provide pricing for IPS UNI Type 1 and IPS UNI Type 5?	The IPS UNI Type 1 (ATMS) allows a customer to use ATMS to connect to the contractor's IPS network (i.e., port). Similarly, the IPS UNI Type 5 (FRS) allows a customer to use FRS to connect to the contractor's IPS network. Thus, the prices for these UNIs would appear in Section B.2.3.2 ATMS and Section B.2.3.1 FRS, respectively. If the IPS contractor is different from the ATMS or FRS contractor, then the price to terminate the ATMS or FRS PVC at the IP port would be the recovered using an IPS independent access port CLIN.
699	Both	B.2.4.1.3.1-2	The DSL speeds for IPS Domestic Port do not match with 12 speeds in Domestic Broadband DSL Access Category in B.3.2.1-6. Please change IPS Domestic Port speeds for broadband access to match Domestic Broadband DSL Access Port speeds in Table B.3.2.1-6.	The Government will amend the RFP so that IPS xDSL port speeds in Section B.2.4.1 are exactly the same as the Broadband xDSL Access speeds in Section B.3.2.1 and B.2.13.3.1.
700	Both	B.2.4.1.3.1-2	Will GSA remove SDSL at 768 Kbps / 768 Kbps (the Routine CLIN is 0744008) from the pricing tables, as SDSL 768 / 768 is not defined in C.2.4.1.2.2 in Universal and C.2.4.1.3.2 in Enterprise, Item (9)? This will align Technical requirements and Pricing requirements.	Yes, the Government will amend the RFP to remove the IPS SDSL 768 kbps / 768 kbps port CLINs (Routine and Critical) in both Networx Universal and Networx Enterprise Section B.2.4.1.3.
701	Both	B.2.4.1.3.1-2	CLIN 0744018 and CLIN 0744020 are listed as mandatory, whereas CLIN 0744019 is listed as optional. Did GSA intend to make CLINs 0744018 and 0744020 optional?	In IPS, Networx Universal RFP Section B.2.4.1, the Government intended to make CLINs 0744018, 0744019, and 0744020 mandatory. None of them should be marked as optional. In IPS, Networx Enterprise RFP Section B.2.4.1, the Government intended to make CLINs 0744018, 0744019, and 0744020 optional. The Government will make these corrections to the Networx Universal and Networx Enterprise IPS Sections in an upcoming amendment.

Questions and Answers for Networx Universal and Enterprise RFPs

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702	Both	B.2.4.1.3.1-2	CLINs 0744365 - 0744372 are listed as CONUS. Are these CLINs supposed to be OCONUS?	Yes, CLINs 0744365 - 0744372 (MRC Routine) in IPS Table B.2.4.1.3.1-4 should have the word " - OCONUS" in their description and not " - CONUS". The is also true for CLINs 0744414 - 0744421 (MRC Critical). The Government will make the above changes and the corresponding changes in Table B.2.4.1.3.1-4 in an upcoming amendment.
703	Both	B.2.4.1.3.1-2	Table B.1.2-1 indicates that the CLIN prefix is 007; the CLIN prefix in the IPS Section is 074. Please update the CLINS in the IPS Section to match Table B.1.2-1.	The Government will update the IPS CLIN Prefix in Table B.1.2-1 from "007" to "074" in an upcoming amendment to the RFP.
704	Both	B.2.4.3	Seismic bracing requirements vary between the Technical and Pricing sections. Will GSA please revise the Pricing Tables to accommodate the Technical requirements? This will align Technical and Pricing Volumes.	The Government will amend the RFP to remove CLIN 0099017 Seismic Bracing - Cage from Table B.2.4.3.3-2 CHS Feature Pricing Instructions in both Enterprise and Universal. The Government will not remove CLIN 0099016 in the Table, but will change its description from "Seismic Bracing - Cabinet" to "Seismic Bracing." Also, the Government will amend the RFP to change the charging unit for CLIN 0099016 from "per cabinet" to " per clamp."
705	Both	B.2.4.3.2	The RFP states that customer may purchase SEDs, such as a server or group of servers, for CHS from the contractor. In using the word "purchase," is it the Government's intent to refer to the process of acquiring SEDs through a DNRC, a DMRC and/or the exercise of Section H.23?	Yes, "purchasing" SEDs as stated in CHS Section B.2.4.3.2 refers to the process of acquiring SEDs as explained in Section B.4 and H.23.
706	Universal	B.2.4.5	Section C.2.4.5 indicates Internet Facsimile Service (IFS) as Optional, however, Section B.2.4.5 does not indicate that IFS is an optional service. Will GSA revise Section B.2.4.5 to state that IFS is an optional service?	The RFP will be amended to indicate that IFS is optional.
707	Both	B.2.5.1.1	In the statements "For other countries where service is offered, but not on a full channel basis, fixed prices shall be provided for the domestic half channel transport elements. Charges for the half channel in the domestic country shall be a pass-through from the foreign carrier," please clarify that a channel connecting a CONUS gateway to a serving POP in the non-CONUS country constitutes provision of service on a full channel basis.	That is correct. A channel connecting a CONUS gateway to a serving POP in the non-CONUS country constitutes provision of service on a full channel basis.

Questions and Answers for Networx Universal and Enterprise RFPs

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708	Both	B.2.5.1.2	The text in Section B.2.5.1.2 implies that there can be only one PL Gateway assigned to a U.S. Domestic Region (Table B.6.5-6, Domestic Private Line Gateway to Non-Domestic Country/Jurisdiction Relationship). For the CONUS Region, this constraint causes the domestic (CONUS) tail circuits, priced with CONUS to Offshore/Non-Domestic circuits, to vary greatly in price (because the CONUS miles can vary from 0 to about 2,500). Commercial pricing routinely "smooths" out the influence of the domestic (CONUS) tail circuit. To provide Agencies with this pricing methodology, will GSA allow (in Table B.6.5-6) multiple PL Gateways in the CONUS Region to be associated with the same Non-Domestic/Offshore Country Jurisdiction?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
709	Both	B.2.5.2.2-4	Will GSA make the following changes? OC3 and OC3c should be replaced with STM-1. OC12 and OC12c should be replaced with STM-4. OC48 and OC48c should be replaced with STM-16. Synchronous digital hierarchy (SDH) rates are used for nondomestic locations.	Yes, the Government will amend the RFPs to replace the OC designations with STM designations for non-domestic service.
710	Both	B.2.5.4.3-2	Will GSA make CLINS 0179012 and 0179013 optional? This would align technical and pricing sections, as Section C.2.5.4.1.2.1 lists these features as optional.	The Government will make CLINs 0179012 and 0179013 optional and align them with Section C in an upcoming amendment.
711	Universal	B.2.5.4.3-3	Table B.2.5.4.3-3 The RFP lists feature "UNI 1.0, Release 2" in Section C under Table C.2.5.4.2.2.1, OWS over ASTN Features, but does not list a corresponding pricing CLIN in Table B.2.5.4.3-3. Will GSA add a CLIN in Table B.2.5.4.3-3 for the feature "UNI 1.0, Release 2," listed in Table C.2.5.4.2.3.1?	In an upcoming amendment, the Government will add an MRC CLIN for UNI 1.0 Release 2 in Table B.2.5.4.3-3. Additionally, CLINs for UNI 1.0 and UNI 2.0 will be added to the same table with the references to Section B.4 in the "Notes" column deleted.
712	Both	B.2.6.3	The last paragraph states that "The contractor shall provide any regulatory fees and surcharges, such as local number portability and directory assistance, which are applicable to the Government, as pass-throughs of actual cost with no additional markup." Please clarify that these pass-through charges are not subject to discounting.	These pass-through charges are not subject to any discount proposed on the optional CS packages in Section B.2.6.3. They should not be listed in any of the pricing tables of Section B.2.6.1 and should be reported as specified in Section L.34.5.3.
713	Both	B.2.7.12	Table B.2.7.12.4-2 The RFP mandates under Section C.2.7.12.2.1 that "the contractor shall provide multiple classes of service, to include but not limited to: Premium, Enhance and Standard. CLINs were provided for CoS Premium and Enhanced but not for Standard." Will GSA provide a CLIN for CoS Standard?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP. No additional CLIN is required, Standard CoS is considered basic service.

Questions and Answers for Networx Universal and Enterprise RFPs

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714	Both	B.2.9.1.2-4	Will GSA change the Charging Unit to ICB? Each agency network configuration will be unique. Existing pricing schedule will make it difficult to add agency-specific features.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
715	Both	B.3.1-3	Within Section B.3.1, for Table B.3.1-6, the notes indicate ICB pricing. Please provide a Table in which the ICB prices can be provided.	ICB prices cannot be provided before award. ICB prices will be developed in response to individual agency requirements after award. ICB prices will be entered in the regular price tables, and differentiated by Case Number.
716	Both	B.3.1-6	Will GSA remove CLINs 0760101-0760104? This would align technical and pricing sections, as Section C.2.16.2.1.4 does not list these interfaces.	Section C.2.16 of the RFP will be amended to include these interfaces. The interfaces will be mandatory for Networx Universal, and optional for Networx Enterprise.
717	Both	B.3.3-6	Will GSA make CLINs 0760900 and 0760901 optional? This would align technical and pricing sections, as Section C.2.16.2.3.1.4 has "higher data rates" as optional	Table B.3.3-6 will be amended to make OC-1 and OC-3 speeds optional
718	Both	B.4	The RFP does not provide a CLIN to recover charges associated with expediting an order that requires the delivery of a SED. Due to the broad nature of services required under the RFP, offerors will be required to have relationships with many equipment providers. The level of coordination required for ordered services requiring equipment is much greater than delivery of a service without any equipment needs. a: Will GSA create a CLIN for an expedite charge for expedited delivery of SEDs for servile orders that require SEDs? b: Since certain servile orders are not possible to be expedited due to nonavailability of expedited SEDs, will GSA allow for the rejection of an expedited servile order where the required SEDs are not available ?	a: No, SEDs are ordered by the issuance of a Service Order. Section B.6.1.2 provides pricing for Service Order expedites, delays, and cancellation. The expediting of a SED installation would involve the issuance of an expedited Service Order (either a Class A or Class B service order), and contractor selected prices will apply to such Service Order expedition. b: No.
719	Both	B.4.2	This section states that the GSA will assess the fair and reasonable nature of a bidder's proposed SED prices by comparison to that bidder's prices on its GSA MAS Schedule Contract. If a contractor does not list equipment on a GSA MAS Schedule contract, will GSA determine the fair and reasonable nature of prices by comparing the bidder's prices for the SEDs against the other prices proposed in this competitive procurement process?	Section M describes the evaluation method for this contract. The Government will not elaborate on its internal source selection plan.

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720	Both	B.4.8.1	An agency may order equipment and select the DMRC payment option of either 2, 3, or 4 years (or whatever yearly term or terms the contractor offers). The contract may be terminated for several reasons, including GSA refusal to exercise option periods, Termination for Convenience, Termination for Default, and Expiration of the Contract at the end of the base term and all option periods. Nonetheless, as this section is written, if there are DMRC payments left in the 2, 3, or 4 year term at the time that the contract is terminated or expires ("at the end of the contract"), the agency is no longer responsible for any remaining DMRC payments. As written, the agency could purchase hundreds of thousands of dollars worth of equipment and pay a very small portion of the cost. Would GSA consider, instead, that should the contract end and there are DMRC payments left outstanding, could the authorized user pay the contractor the DNRC minus the DMRC payments made prior to the end of the contract?	The language in B.4.8.2 regarding DMRC payments that presently reads, "All DMRC payments automatically cease with the end date of this contract." will be amended to read, "Because all DMRC payments automatically cease with the end date of this contract, the contractor may be permitted to withdraw, subject to Government approval, the availability of DMRC term periods that are longer than the then remaining maximum term of the contract."
721	Both	B.4.8.1.1	The RFP specifies that "The contractor may specify up to 20 classes of devices with different discount levels per class." Would GSA provide a definition of "classes" as it is used in the referenced requirement?	At the end of Section B.4.9, the RFP states "[Device Class] description may include a manufacturer's name, general class of equipment, and such other particulars to provide the Government reasonable guidance as to what pricing levels to expect with SEDs added to the contract post-award." Within the limits of this general definition of Device Class, the offeror shall define its own specific Device Classes. The Government sees a benefit in the ability to use preapproved discount classes with easily verified manufacturer list prices to rapidly add additional SEDs to the contract.
722	Both	B.4.8.1.2	This section assumes that a contractor will accept and implement all recommendations from equipment manufacturers. That assumption inappropriately provides equipment manufacturers with an incentive to recommend upgrades in order to require all Networx contractors offering their equipment to purchase and implement those upgrades. Moreover, each contractor makes its own analyses and evaluations as to whether an equipment manufacturer's recommended upgrade should be implemented. Will the government please revise this section to encourage contractors to review and assess implementation of equipment manufacturers' recommended upgrades?	Section B.4.8.1.2 does not assume that a contractor will implement all recommendations from equipment manufacturers. The section clearly states that the "upgrade or modification of a SED that is a patch, reload, replacement, add-on, or adjustment to remove design, manufacturing, or programming defects or faults, remove unexpected security liabilities, effect compatibility with formalized standards, or other similar actions of the type typically recommended by the manufacturer to assure optimal performance(emphasis added), shall be part of normal SED maintenance, is covered by the MMRC, and shall not be subject to an NRC for device modification or upgrade."

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
723	Both	B.4.8.2	The RFP's requirement that contractors use the government's cost of money factor when converting the DNRC to the DMRC does not reflect the reality that the commercial entities likely to respond to the RFP will have a cost of money factor that is significantly higher than the government's cost of money factor. As the US government's need to borrow from the private sector (e.g. Treasury Bonds) increases, the cost of money for non governmental entities increases at a substantially higher rate (due to the corporate entity's instruments not having the "Full Faith and Credit" provisions that are available with government issued instruments). With that, bidders may be incented to increase the price of the SEDs and/or lower the discount off of list price that the bidders might otherwise be able to offer. Will GSA allow the contractor to utilize its own cost of money factor?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
724	Both	B.4.8.2	In Sections B.4.8.2. and B.4.8.4, if the government selects the DMRC payment option for a SED, the government may not exercise its right to assume ownership of the SED under Section H.23 until the "completion of the DMRC payment term." To allow authorized users the flexibility to ensure that they can assume ownership when and as needed, will GSA accept the following?: If an authorized user elects a DMRC payment term and wants to exercise its rights to assume ownership under H.23 prior to the completion of the DMRC payment term, then the authorized user shall be permitted to pay the DNRC minus all DMRC payments made at the time that the authorized user assumes ownership.	The Government will amend the RFP. The following provision will be inserted in Section H.23, "If an authorized user initially elects a DMRC payment term and subsequently chooses to assume ownership prior to the completion of the DMRC payment term, the user shall be permitted to pay the DNRC minus all DMRC payments paid up to the time that the user assumes ownership."
725	Both	B.4.8.7	The RFP has added a Non-Domestic Location Price Adjustment table (B.4.8.7-1) for DNRC and DMRCs; however, the Maintenance MRC (MMRC) was not referenced.. Due to the potential fluctuations in cost of maintenance based on geographic location, will GSA add a Non-Domestic Price Adjustment table for MMRC.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP. The price table structure in the RFP already permits the application of different geographic-related MMRC price levels for the same DNRC/ DMRC. MMRC and NRC price levels for the same SED CLIN may vary by CONUS, OCONUS by Area of the World (AOW), and non-domestic by AOW.
726	Universal	B.5.2.2-1	Table B.2.5.2.2 and Table B.2.5.2.2-1 The RFP indicates that SONET transport charges shall have a separate price for the CONUS and OCONUS regions; however, Table B.2.5.2.2-1 indicates prices only for "Domestic." Will GSA correct Table B.2.5.2-1 to indicate that transport is for CONUS and OCONUS locations?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP. The Government assumes that the respondent is referring to Tables B.2.5.2.2-1 and B.2.5.2.2-2. "Domestic" by definition includes both CONUS and OCONUS. Please refer to Section J.11 for definitions of Domestic, CONUS and OCONUS.
727	Both	B.6.2-2	Will GSA allow video conferencing training participants to be included in the price table (Table B.6.2-2) since instructors and materials are required for both?	No

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
728	Both	B.6.2-2	Will GSA provide a CLIN(s) table to allow vendors to charge for contractor-provided, web-based/self-paced training?	No.
729	Both	B.6.5	The last sentence on page B-240 references Section C.3.10. The RFP does not contain Section C.3.10. Should the reference be C.3.2.2.10 or other? Please clarify.	The correct reference is C.3.2.2.10. The RFP will be amended accordingly.
730	Both	B.6.5-1	Will the Government delete the city, state, street, zip fields of Table B.6.5-1 and replace them with one field, the CLLI (Common Language Location Identifier)? This suggestion is based on the contractor's security concerns for limiting distribution of Agency physical address information. CLLI may be sufficient for GSA's undocumented needs, and the V&H is all that is needed for the pricing algorithms.	The Government will not change the RFP.
731	Both	B.6.5-2	Table B.6.5-2 assigns one domestic POP to each SWC. Table B.6.5-8 lists the services (from Table B.1.2-1) available at each POP. If a service is not available at the POP that has been assigned to a SWC, it is not available to that SWC, according to this Networx format. A Customer-Selected POP feature (added in Section B.3, Tables B.3.1-8 & 9) would enhance service availability. This feature would also have other uses related to diversity and service continuity. Standard commercial practices provides for access to another POP in the LATA, as well as private line access to a POP outside of the LATA, or even CLEC access across LATA boundaries. Please add a Customer-Selected POP feature to Section B.3.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
732	Universal	C	The RFP states "See Attachment J.11 for definitions of Trouble Report and Complaint Report". However these definitions have not been included in section J.11 Glossary of Terms. We recommend including the definitions into the J.11 Glossary of Terms. Would the Government be agreeable to this request?	The appropriate definitions will be included in an upcoming amendment.
733	Enterprise	C	In the context of an optional service, does "mandatory, when commercially available" mean that the service feature only has to be offered at locations where available, as opposed to all locations where "mandatory" service features must be offered?	Yes. For both mandatory and offered optional services, features that are "mandatory, when commercially available" are required to be offered where the offeror provides them commercially.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
734	Both	C and J	Section C and Section J - A careful analysis of the correspondences between Section J requirements for Comply (Y/N) and Section C statements reveal some discrepancies. For example, C.2.7.4.1.4 (p. C-172) has no corresponding section of J. Should offerors respond to the solicitation of record, ignoring any discrepancies, or should offerors to document discrepancies, and respond to all elements of the SOW?	The offeror is responsible for all requirements in Section C whether or not the requirement is in the Attachment J.9, Cross- Reference Tables. The Government's intent is for all requirements expressed as "shall" statements to be included in the Attachment J.9 c although there is always the possibility of omissions. When discrepancies are found, the Attachment J.9 will be amended to correct them.
735	Enterprise	C.1.4	If the contractor does not commercially offer an mandatory feature for an optional service, is the contractor prohibited from offering the optional service (e.g., contractor does not commercially offer DSO service for PL, but fulfills other requirements). Please consider making all currently mandatory features for optional services mandatory only when commercially offered.	Yes. If an offeror proposes an optional service, it must propose all features that are marked mandatory for that service.
736	Enterprise	C.1.4	Please eliminate the 24 month delay in adding services in scope but not initially awarded as this appears to unfairly constrain competition.	The Government will not amend the RFP.
737	Enterprise	C.1.6	With respect to Upgrades and Enhancements, when smaller carriers make significant enhancements to their systems, such enhancements are often fraught with risk and problems. Does the Government contemplate that introduction of upgrades and enhancements will include adequate time for carriers to implement the new systems and to test them with agency users to ensure that the new or enhanced systems will support ordering, billing, and service management standards?	Section C.3.9.2.3 Change Control describes the process.
738	Both	C.2	The contractor recommends the Government consider removing the IPVTS Section. The ability to hold an IP Video conference is already described in the VTS Section. The transport to offer this service is already described in the IP Section. It is unclear what value the IPVTS section adds. It only appears to add confusion as to how various types of video conferences should be ordered.	VTS includes IP video conferencing requirements in order to support an Agency transition from legacy services to IP. IPVTS is intended to serve Agencies that may have already completed a transition to IP video conferencing. The Government recognizes there are overlaps in the two services since Agencies technology is in a state of transition. This represents the Government's requirements and as such the RFP will not be amended..
739	Both	C.2.10.2.1.4	Should question #29 (periodic security scans) address Intrusion Protection (Prevention) Systems instead of Intrusion Detection Systems?	The periodic security probes consist of perimeter network scans and integrity tests of the intrusion devices for verification of proper implementation and configuration of the service.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
740	Both	C.2.1.3.1	<p>The RFP states that "The contractor shall be responsible for isolating and identifying to the user any service problem caused during or after acceptance of the service by the existing or installed wiring/cabling so that user can rectify the wiring/cabling problem." Requiring the Contractor to isolate and identify a service problem for premise wiring/cabling requires a dispatch to the site. Many different contractors may have access to this infrastructure during the course of normal business. Without the ability to charge for maintenance dispatch, the Contractor is exposed to unknown financial risk with no obligation on the part of the user or site Facility Manager to reimburse the Contractor for events beyond of their control. It is recommended that bidders be allowed to propose a one-time, per event maintenance dispatch fee and an ICB MRC for ongoing maintenance for site-specific premise wiring/cabling plant.</p> <p>Would GSA be agreeable to allowing bidders to propose premise wiring/cabling maintenance dispatch CLINs for one-time and monthly recurring maintenance support?</p>	<p>The RFP accurately reflects the Government requirement. The Government expects problem isolation and identification to be part of normal service support. As such, the Government will not amend the RFP.</p>
741	Both	C.2.10.2	<p>This requirement to offer Intrusion Detection and Prevention Service (IDPS) has different parameters, costs and issues dependent upon whether the service covered is a network service or a premises-based service. To more effectively align costs with prices, it is recommended that the Government consider creating a contractual delineation between network based services (e.g., enhanced DDoS detection and protection on a network backbone) and premise based services.</p>	<p>The Government will not change its requirement.</p>
742	Both	C.2.10.2	<p>There are commercial offerings for intrusion detection services (IDS), but which do not also include intrusion protection services (IPS). Under these circumstances, the customer uses separate capabilities to protect against intrusion. The solicitation bundles together these capabilities, thus rendering the choice of this alternative arrangement unavailable to Government users. For those customers who only require IDS, such a bundled offer would be much more expensive than should be the case for the capabilities they desire. Please consider separating IDS and IPS services into two separate categories and incorporate the mitigation and response requirements only in the IPS service. This will enable government users to take the commercially available traditional managed IDS solutions/services.</p>	<p>The Government will not change its requirement.</p>

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
743	Both	C.2.10.2.1.4	Items 8 and 9 Among the mandatory technical requirements for Intrusion Detection and Protection Service (IDPS) are two forms of distinct (and technically different) detection capabilities. As each one can satisfy detection needs, please consider making these two items an "at least one of following" requirements instead of two mandatory capabilities to be offered in all IDPS offerings. Unless this change is made, the technology capable of meeting the service requirements will be restricted, which may preclude options to provide a competitive, but less robust, solution that still meets an agencies needs.	The Government will not change its requirements.
744	Enterprise	C.2.10.4.4.1	In table C.2.10.4.4.1, the column that references each row to a specific note is missing.	The Government will correct Table C.2.10.4.4.1 in an upcoming amendment.
745	Both	C.2.10.6.1.2	IETF RFC 2527 Internet X.509 Public Key Infrastructure Certificate Policy and Certification Practices Framework (status: Informational) has been replaced by RFC 3647 Internet X.509 Public Key Infrastructure Certificate Policy and Certification Practices Framework. (status: Informational) Will GSA amend the RFP to reflect the updated standard, as indicated above?	The old and new standards are included in Section C.2.10.6.1.2, item 16. However, the Government will amend the RFP to remove the old standard and only reflect the updated RFC.
746	Both	C.2.11.10.3.1	Does the Grade of Service requirement for restore time apply to all interface types specifically types 20, and 21 as listed in C.2.11.10.3.1?	Yes. The Performance Requirements in Section C.2.11.10.4.1 apply to all UNIs.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
747	Both	C.2.11.10.1.4 Technical capabilities, 3a	Section C.2.11.10.1.4 Technical capabilities, 3a requires the contractor to provide tools for the Agency to manage their storage. Is the storage being managed by the Agency, included in the Availability Performance indicator for SAN?	A management web portal is required by the using Agency, but the contractor is responsible for SAN Availability performance.
748	Both	C.2.11.12.1.2	Standard 5, IETF RFC 1460 Post Office Protocol (POP3) is now obsolete and has been replaced. The current version of this standard is RFC 1939, which has "Standard" Status. Will GSA amend the RFP to reflect the updated standard, as indicated above?	Yes, the Government will amend the RFP. The standard will be updated for both the Universal and Enterprise RFPs.
749	Both	C.2.11.12.1.2	RFC 821 Simple Mail Transfer Protocol (Aug-01-1982) has been replaced by RFC 2821 Simple Mail Transfer Protocol (Status: Proposed Standard). Will GSA amend the RFP to reflect the updated standard, as indicated above?	Yes, obsolete RFC will be updated in forthcoming amendment.
750	Both	C.2.11.2.1.2	IETF RFC 3015 Megaco Protocol Version 1.0 (status: Proposed Standard) has been replaced by RFC 3525 Gateway Control Protocol Version 1 ('Proposed Standard' status) Vendor requests clarification on GSA requirements. Will GSA amend the RFP to reflect the updated standard, as indicated above?	Yes, obsolete RFC will be updated in forthcoming amendment.
751	Both	C.2.12.1.1.2	IETF RFC 2138 Remote Authentication Dial In User Service (RADIUS) (status: Proposed Standard) has been replaced by RFC 2865 Remote Authentication Dial In User Service (RADIUS) (status: Proposed Standard). Will GSA amend the RFP to reflect the updated standard, as indicated above?	Yes, obsolete RFC will be updated in forthcoming amendment.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
752	Both	C.2.12.1.1.4	The RFP states that "The contractor's TWS shall be secure and provide authentication and encryption capabilities to identify and authenticate subscribers who are authorized access to TWS before providing such access." Figure C.2.12.1.1.3-1 shows a direct connection between the wide area network and the PBX/ACD that may be non-IP-based, such as an ISDN PRI. Providing authentication and encryption for service types other than IP-based requires a non-standard solution. We recommend that bidders be allowed to propose IP-based services only for Tier 1-Basic TWS and that authentication and encryption requirements for other service types such as ISDN and Private Line be addressed as Tier 2-Enhanced TWS priced ICB. Would GSA be agreeable to defining Tier 1-Basic TWS as solutions that use an IP service for the underlying communications service in order to provide the lowest price per seat?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
753	Enterprise	C.2.13.4.2.1	Section C.2.13.4.2.1, mandates that wireless service have multipoint connection, without defining the architecture of the proposed access Will GSA allow the vendor to utilize either a sector or star configuration, and still be in compliance per Section C.2.13.4.2.1.	Yes, star configuration is acceptable for compliance.
754	Universal	C.2.14.1.2.1	Will GSA please revise the current text from "roaming . . . between . . . GSM, and CDMA networks" to, " GSM or CDMA networks, as applicable."? This would align the two requirements with the paragraph requirements in C.2.14.1.1.2.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
755	Both	C.2.14.3.1.2	There is a typo and an update. The standard shown is "IEEE 802.11x Extensible Authentication Protocol (EAP) for authentication, when available." The standard is actually 802.1x, and is currently "available" from IEEE. Will GSA replace language this requirement with the following edit: "IEEE 802.1x Extensible Authentication Protocol (EAP) for authentication".	The Government will amend the RFP. The RFP amendment will change Section C.2.14.3.1.2, which reads "IEEE 802.11x Extensible Authentication Protocol (EAP)" to read "IEEE 802.1x Extensible Authentication Protocol (EAP)".
756	Reserved	Reserved	Reserved	Reserved

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
757	Universal	C.2.15.2.1.2	Satellite Transmission Performance requires the standard "TIA-1008 [also known as IP over Satellite (IPoS)]," however, this standard is unique to the Hughes Network System's products and has not been embraced by any of the other manufacturer's of satellite communications equipment. A system using this standard violates the requirements of section C.2.15.2.1.4 parts 6 and 7. Will GSA delete this proprietary standard that is not supported by other satellite manufacturers?	The Government will amend the RFP to delete TIA-1008 (IPoS) from the satellite performance standards.
758	Universal	C.2.15.2.1.2	Satellite Transmission Performance requires "TCP/IP Performance Enhancement Proxy (PEP) for Satellite transmission (IETF RFC 3135)," however, the use of a PEP violates the requirements of section C.2.15.2.1.4 parts 6 and 7. Will GSA delete this technical standard?	The Government will amend the RFP to delete the standard for PEP from satellite transmission performance standard.
759	Universal	C.2.15.2.1.2	Ka-Band services are not yet commercially available in the US. Will GSA please include language stating "when commercially available"?	The Government will amend the RFP to include "when commercially available" in Section C.2.15.2.1.2 in item # 2.c.
760	Universal	C.2.15.2.3	In the standards requirement labeled "GR-400," Vendor is unable to locate GR-400 in the Telcordia library. We and Telcordia have been unable to locate GR-400 in the Telcordia library, and believe this Telcordia Requirements document is not in force. Because there is no available information on these standards, bidders would be unable to comply with this requirement. Will GSA delete RFP references to GR-400?	The Government will amend the RFP to read GR-499-CORE not GR-400-CORE.
761	Universal	C.2.15.2.4.1	The RFP requires metrics for "Availability - For SDP with cable interface." Error Free Seconds, however, are not the commercially accepted way of measuring the SDP to SDP performance of a digital satellite circuit. The Bit Error Rate (BER) is the commercially accepted way of measuring this performance for full time single carrier links. Continuous BER measurement and reporting adds significant cost to the agency. Will GSA revise the RFP measurement, and reporting increments to align with industry standard offerings?	The Government will amend the RFP to substitute BER for EFS in the digital satellite circuit. BER of 10E-7 will be defined as the performance threshold value.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
762	Both	C.2.16.2.2	<p>There are multiple references to Native Mode Ethernet LAN Interconnection (NMLI), a proprietary interface specification used typically for private line Ethernet. On page C-356, RFP requirements state: "Broadband Access Arrangement connects an Agency location with dedicated, reliable broadband bandwidth to contractor's data network over communication facilities, such as digital subscriber line (DSL), native mode Ethernet LAN interconnection (NMLI), cable high-speed service, and Fiber-To-The-Premises (FTTP) service. The range of broadband line speeds (e.g., 256 kbps to up to 1Gbps) and reliability options provided within this access arrangement category will allow Government users to satisfy their diverse needs for accessing contractor's data networks. With this access arrangement, applications such as desktop video conferencing, distance learning, transferring of large files or slide presentation can be realized."</p> <p>On page C-349, RFP specifications require access to IPS, NBIP-VPNS, PBIP-VPNS, CIPS, EthS, L2-VPNS, CDNS, IP-TelS, and IP-VTS via NMLI. On page C-357, Native Mode Ethernet LAN Interconnection (NMLI) IEEE 802.3, including 10 Base-T/TX/FX, 100 Base-TX/FX, 1000 Base-T/FX/LX/B/BX/PX, and 10 Gigabit Ethernet (IEEE 802.3ae and 10 GbE) On page C-358, NMLI. This category of access arrangement shall provide access to Ethernet service/network through the use of data link layer 2 protocol (i.e., bridging) and shall be transparent to the upper layer protocols (i.e., layer 3 and above) for: Ethernet LAN at 10 Mbps Ethernet LAN at 100 Mbps Ethernet LAN at 1 Gbps Ethernet LAN at 10 Gbps (Optional) On page C-358, The contractor shall support the following payload data rates for the NMLI link: 10 Mbps 100 Mbps 1 Gbps 10 Gbps (Optional) Because NMLI is a proprietary interface specification used typically for private line Ethernet, and is a high speed transport service to interconnect geographically separated LANs, will GSA replace requirements for NMLI with Metro Private Line Ethernet LAN service on the corresponding interfaces and industry standards cited above?</p>	<p>Yes, "NMLI" will be replaced by "Ethernet Access" conforming to Metro Ethernet Forum for interfaces and industry standards.</p>
763	Both	C.2.16.2.2.1.4	<p>Table B.3.2.3-5 The RFP states speeds as one number, it is unclear whether this is the maximum or minimum speed (i.e., 56, where industry standard would be 256/XXX). To assure cost effective and accurate compliance, will GSA amend both Section C.2.16.2.2.4 and Table B.3.2.3-5 by providing the individual cable modem speeds by incorporating up and down link information?</p>	<p>The Government will amend the RFP. The cable high speed service will be amended to show both the commercial uplink and downlink speed requirements as follows: Cable High-speed (at 256 kbps/ 256 kbps) Cable High-speed (at 1.536 Mbps / 384 kbps) Cable High-speed (at 5 Mbps / 512 kbps) Cable High-speed (at 10 Mbps / 768 kbps) Cable High-speed (at 30 Mbps / 1.536 Mbps) (optional) The above amendments will be made to Universal Section B.3.2.3 Broadband Cable High Speed Access, Table B.3.2.3-5 Domestic Broadband Cable High Speed Access Pricing Instructions. These amendments will also be made in Networx Enterprise Section B.3.2.3 Broadband Cable High Speed Access, Table B.3.2.3-5 Domestic Broadband Cable High Speed Access Pricing Instructions.</p>

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
764	Both	C.2.16.2.3	Ultra-High Speed has a limit of 66 GHz in the requirement, however, a new standard for 70 to 90 GHz has been approved by the FCC and is now commercially available and in use. Is the Government agreeable to incorporating the new commercial standard with an upper limit of 90 GHz into the RFP?	Ultra-High Speed standards for Networx Universal Wireless Access Arrangements (WLSAA) and Networx Enterprise Wireless Access Service (WLSAS) will be amended to include an optional upper limit of 90 GHz.
765	Both	C.2.2.1.2.1	Will GSA change this feature name and description to Caller ID? The feature description does not describe how and when to provide ANI information and is very similar to Caller ID	The Government will amend the RFP. The Government will amend Section C.2.2.1.2.1 Voice Service Features Item #3 to use "Caller ID" in place of "Call Tracing" in the Name of Feature column and in the associated Description column. The Government will also amend the description for CLIN 0019009 in Table B.2.2.1.4-3 from "Call Tracing" to "Caller ID".
766	Universal	C.2.2.1.2.1	Will GSA change ID Number 4, Description 3, Traveling Classmark, to optional?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
767	Both	C.2.2.1.4.1	Will GSA establish a single user type and eliminate the categories of Critical and Routine? With a single-user type, based on commercial performance standards, Agencies would have a greater level of, and a customized level of performance and support. Agencies can purchase additional Networx services (i.e., SONET Services, managed networked services, etc.) that more closely match the Agencies' performance and support requirements. Agencies can create a Customer Design Document (CDD) to specify their unique performance standards. This approach would save the Government cost without creating a two-tiered level of service. The Critical and Routine approach might force contractors to enhance support and billing systems, increasing the cost to deliver services.	The RFP accurately reflects the Government requirement. Two service levels (Routine and Critical) are required in the referenced Sections. As such, the Government will not amend the RFP.
768	Enterprise	C.2.1.5	This clause states that there are no separate performance metrics for access arrangements as they are a component of an ordered telecommunications service. If the Government chooses to procure access services separately from other than the contractor, how can a contractor provide a certain level of service guarantee when the underlying access is supplied by another contractor and that contractor is not required to adhere to a similar performance metric? We recommend that all contractors involved in service delivery be required to adhere to stated performance metrics.	The contractor is not required to support/meet the performance of the access segment when that access segment is procured separately from other than the contractor (please see RFP Section C.2.1.6.2 and Figure C.2-3).

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
769	Both	C.2.1.6.2	<p>The Government's use of routine and critical service levels is consistent with commercial practices. However, in the commercial marketplace, customers obtain critical (premium) service levels either by electing to obtain greater service level commitments or by obtaining diverse or redundant services or special routing. In either case, the commercial customer pays more than it would for the standard commercial product. The offering of such premium/special services should not trigger a requirement that the contractor provide the same service levels for routine services at no additional charge under the contract. Such a requirement would erase the distinction between routine and critical services.</p> <p>To ensure that the contractor is not faced with unmeasurable risks that it must reflect in its pricing and to provide consistency with commercial practices, it is suggested that the the last two sentences of C.2.1.6.2 be revised as follows: "In addition, the performance provided at the routine service level shall always be at a level not less than what is generally available commercially for commercial customers not paying a premium for above-standard levels of availability, performance, or restoral criteria. The performance provided at the critical service level shall always be at a level not less than what is generally available commercially for commercial customers paying a similar or lesser premium for similar or superior above-standard levels of availability, performance, or restoral criteria. Thus, subject to the preceding two sentences, if the available commercial performance parameter is more demanding than the minimum acceptance level specified in this contract, the available commercial performance parameter shall prevail."</p>	The RFP accurately reflects the Government requirement. Section B CLINs provide pricing differentiation. As such, the Government will not amend the RFP.
770	Both	C.2.2.2.1.4.1 a	C.2.2.2.1.4 (1a) and C.2.2.1.1.4 (1a) require a unique directory number of all on-net Government locations. Would the Government please clarify the requirement for a directory and the accessibility required for this directory?	There is no requirement for a contractor provided directory. The statement, "C.2.2.2.1.4 (1a) and C.2.2.1.1.4 (1a) require a unique directory number of all on-net Government locations", is specified under Uniform Numbering Plan to support existing FTS2001 numbers only.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
771	Universal	C.2.2.2.1.3	Will GSA either remove or make optional Item 3 in C.2.2.2.1.3? This requirement is optional in Enterprise. In addition, this option can result in a higher cost to GSA because contractors will have to build gateways that do not exist between networks. GSA has not yet selected Universal or Enterprise contractors, so contractors do not know the cost associated with interconnections. Since the PSTN connectivity provides access to other contractors, Item 3 is redundant with Item 2.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
772	Both	C.2.2.3.2.1(16))	In numerous sections of the RFP, the term "commercially available" occurs, often in the context where the offeror is required to describe its specific service offerings capabilities. This term appears to be in conflict with the definition of "Commercially Available" in Section J which reads "Commercially Available – As applied to a telecommunications service in a geographic area, the service or service related feature that is currently legally provided by one or more entities who are generally considered to be providers of telecommunications service(s) to one or more other entities, independent from the service provider, for their own legal commercial business purposes."	The Government is requiring the contractor to provide the reporting or monitoring options that are specific to their own commercial offering for the Network Call Distributor feature in Section C.2.2.3.2.1 (16). The text will be revised to read "The contractor shall provide any additional reporting or monitoring options that are available from the contractor's equivalent commercial service offering".
773	Both	C.2.3.1.4	In section C.2.3.1.4 what is meant by provisioning over PVC's between Service Delivery Points? What is to be provisioned and by whom per this requirement?	Section C.2.3.1.1.4 Technical Capabilities, #1 is the correct reference for this question. The contractor will provide connectivity between customer SDPs using PVCs. This includes the contractor obtaining and provisioning the circuits to connect the SDPs to the contractor's FR POPs and configuring the contractor's FR switches to provide the logical connections. Service Delivery Points (SDPs) are defined in Section C.2.3. Once the PVC is provisioned, the connection is available for use by the Government at all times unless there is a service outage.
774	Both	C.2.3.2.1.4	Will the Government adds phrase "or equivalent functionality" to the requirement, or make this Optional? Due to security reasons, direct SNMP access to the contractor's network is not allowed to anyone outside of the contractor's organization.	Yes, the Government will amend the RFP and revise this requirement to add "or equivalent functionality".

Questions and Answers for Networx Universal and Enterprise RFPs

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775	Universal	C.2.3.2.2.1.4	The RFP mandates that "The contractor's FRS/ATMS interworking shall comply with FRF.5 and service interworking (FRF.8)." However, this conflicts with Section C.2.3.1.1.2/ page C-47, which indicates that compliance with FRF.5 & FRF.8.1 is required "...as applicable, and when commercially available." "Will GSA amend the RFP to propose commercially available FRS/ATMS interworking solutions that may not be in complete compliance with FRF.5 and FRF.8?"?	Section C.2.3.2.2.1 ATMS Features, Feature #4 (Interworking Services), Item 1 will be amended for Networx Universal and Networx Enterprise to read "1. The contractor's FRS".
776	Both	C.2.3.2.3.1	Will GSA change the Payload Data Rate to 148.608 Mb/s? The specified Payload rate of 43.008 Mb/s does not support required OC-3 port interface.	Yes, the Government will amend the RFP to correct the Payload Data Rate to 148.608 Mbps for UNI Type 22.
777	Both	C.2.3.2.3.1	Will GSA make HSSI interfaces optional? Mapping of ATM Cells to Clear-channel Physical Media is minimally used as a commercial interface.	In Networx Universal, HSSI interface (UNI Type 23 & 24) is and will remain mandatory. In Networx Enterprise, the Government will amend the RFP and make the HSSI interfaces (UNI Type 23 & 24) optional.
778	Both	C.2.3.2.4.1	Will the Government consider DDR (Data Delivery Rate) figures for ATM in lieu of Cell Loss Ratios? This will provide data more consistent with Frame Relay Service, which will allow for comparable data elements tracked for both data services.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
779	Both	C.2.3.2.4.1	Will GSA consider jitter measurements at the IP layer as an alternative to the Maximum Cell Delay Variation KPI?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP. The Government does not consider IP Jitter to be a technical alternative.
780	Both	C.2.4	Internet Services - Is 6 second increment billing required or is per minute billing sufficient?	Analog Dial-up and Embedded Analog Dial-up ports shall be subject to six-second incremental charging. Refer to Section B.2.4.1, Table B.2.4.1.3.1-2.
781	Universal	C.2.4.1.2.1	Section C.2.4.1.2.1 contains a reference to Section C.2.4.1.3.2 with respect to IPS mandatory interface criteria. However, interface criteria for this service are detailed in Section C.2.4.1.2.2, while section C.2.4.1.3.2 does not appear to exist. Is the reference to Section C.2.4.1.3.2 a typographical error, and the correct reference is Section C.2.4.1.2.2?	IPS heading numbers starting with "C.2.4.1.1.5 IPS Feature Set" are in error due to a missing heading. The Government will amend the RFP to add the missing "C.2.4.1.2 Features" heading to correct the IPS section numbering. The reference C.2.4.1.3.2 will then be correct as stated.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
782	Both	C.2.4.1.3	Since the Enterprise contract was developed for emerging service providers, will the Government make Gig-E LAN optional except when the service is commercially available from the vendor?	Paragraph C.2.4.1.3 Interface illustrates several possible arrangements for connecting Agency LANs and routers at a customer site to the contractor's point of presence (POP) for IPS. It does not state RFP requirements. However, for clarity this paragraph and the corresponding diagram (Figure C.2.4.1.2-1. Possible IPS SDP) will be deleted from Networx Universal and Networx Enterprise RFPs in an upcoming amendment.
783	Enterprise	C.2.4.1.3.2	Since the Enterprise contract was developed for emerging service providers, will the Government make these various arrangements in this section optional except when the arrangements are commercially available from the vendor?	Yes, the Government's intent is that UNIs at the SDP as defined in the "User-to-Network Interface for IPS" paragraph, are only mandatory when commercially available from the contractor. The statement will be revised in a future amendment to add the three missing words "from the contractor". In addition, for Networx Enterprise, the geographic coverage for access arrangements for domestic and non-domestic areas are specified in Attachment J.2.3 Access Arrangement Coverage.
784	Both	C.2.4.5.1.2	RFC 2301 File Format for Internet Fax (status: Proposed Standard) has been replaced by RFC 3949, File Format for Internet Fax (status: Draft Standard). Will GSA amend the RFP to reflect the updated standard, as indicated above?	The Government will amend the RFP to reflect the updated RFC.
785	Both	C.2.4.5.1.2	RFC 3250 Tag Image File Format Fax eXtended (TIFF-FX) - image/tiff-fx MIME Sub-type Registration (status: Proposed Standard) has been replaced by RFC 3950 (status: Draft Standard). Will GSA amend the RFP to reflect the updated standard, as indicated above?	The Government will amend the RFP to reflect the updated RFC.
786	Both	C.2.4.6.1.4	Question 1 Real time Streaming - In a real-time event, there is no "hosting" as it is a live production. Please consider removal of "hosting" from this requirement. (If by "hosting", you mean production services, see question 3 below) Question 2 On-demand Streaming - RFP indicates that "the CDNS provider will host and deliver streams in on demand". Please confirm that "hosting" is limited to storage and delivery of an on demand event (If it includes production, please see Question 3 below.). Question 3 Encoding Services - Both "Real-time Streaming" and "On-demand Streaming" contain the statement "the CDNS shall encode the signal when sent in raw signal format by the content provider". As the world's largest streaming delivery vendor, we typically do not directly supply encoding (or other production) services, but rather rely on an array of expert partners who specialize in life cycle production processing to provide encoding (and many other) services.	Question 1 Real Time Streaming: We concur with the suggestion and will amend the RFP to remove the word "host" for real time streaming. Question 2 On Demand Streaming: We concur and will amend the RFP to include the phrase "shall host (i.e., provide storage)". Question 3 Encoding Services: Encoding will remain part of the CDNS offering. The CDNS provider may provide encoding services using proven subcontractors.

Questions and Answers for Networx Universal and Enterprise RFPs

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			<p>While some CDNS providers that have focused specifically in the streaming market may have invested in encoding and production capabilities, most CDNS providers typically rely on third parties and/or clients in-house capabilities to provide up-front streaming production services. These services - production, signal acquisition, encoding and webcast application development - are often complex, and require expertise in each of the process steps. The encoding process alone requires technical and logistical expertise and a considerable investment to deal with the many encoding options. While we can provide these encoding services, we - and our clients - have found it efficient and effective to partner with video production experts, who have made substantial investments in production equipment, to handle the up front streaming production processes, including encoding, and rely on us to do what we do best - use our advanced streaming delivery platform to deliver the world's largest streaming events quickly, reliably, anywhere in the world.</p> <p>We request modification of this requirement to one of the options below: 1.) Remove the encoding requirement, or make it optional. While one CDNS provider might provide this service, most typically rely on third parties to provide encoding and other upfront production services. 2.) Allow the CDNS provider to offer these services through proven, experienced subcontractors.</p>	
787	Both	C.2.4.6.3	<p>Please clarify the statement "The CDNS provider shall provide Internet connectivity to the Agency's origin server(s)." The Offeror assumes that the Agency will have/supply a physical Internet connection provided by their Telco/ISP provider, and the CDNS provider will provide their managed delivery services over that physical connection. Is this correct? The statement in its current form could be construed to read that the CDNS must supply the physical Internet connectivity, which we assume is not the case. Agencies have Internet connectivity in place, provided by their Telco/ISP provider. We recommend a statement like "The CDNS provider shall leverage the existing Internet connectivity provided by the Telco/ISP provider" to ensure Your assistance in clarifying this statement is appreciated.</p>	<p>The CDNS provider shall provide "logical" Internet connectivity to the Agency's origin server(s). The Agency will support a physical Internet connection provided by their telecommunications/ISP provider, and the CDNS provider will provide their managed delivery services over that physical connection.</p>

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
788	Universal	C.2.4.6.4.1	The "Latency (static content download)" requirement to specify mean, median and 90-percentile statistics typically is not feasible on the Internet where there are over 10,000 different networks and ISPs. This Offeror respectfully suggests GSA consider the latency requirement to be that a CDNS provider to must deliver the same content faster than the source system.	he RFP (Section C.2.4.6.4.1) is modified per text in red: Key Performance Indicator (KPI) Service Level Performance Standard (Threshold) Acceptable Quality Level (AQL) How Measured Availability (CDNS network) Routine 100 % 100 % See Note 1 Latency (static content download) Routine Mean = 1.5 sec Mean = 1.5 sec See Note 2 GOS (Time to refresh content) Routine 5 minutes = 5 minutes Time to Restore (TTR) Without Dispatch 4 hours = 4 hours See Note 3 With Dispatch 8 hours = 8 hours Notes: 1. CDNS availability is calculated as a percentage of the total reporting interval time that the CDNS is operationally available to the Agency. Availability is computed by the standard formula: . 2. The Latency KPI assumes an average "page weight" of 200 kByte and the end-user is served by a broadband connection with a minimum (effective) download speed of 512Kps. Latency is the client-observed response time for downloading the set of images comprising a page from the CDNS server. 3. See C.3.3.1.2.4 for the TTR definitions and measurement guidelines.
789	Both	C.2.5.1.1.4	Would the Government want more flexibility in DS-0 channels from 1 to 24, rather than the half channel maximum of 12 as noted?	The Government will amend the RFP to add more DS-0 channel options from 1 to 24 in Section C.2.5.1.1, rather than the half channel maximum of 12 as now defined. The Government will also amend Section B.2.5.1.2 to add the associated CLINs for pricing.
790	Both	C.2.5.1.2.1	Does the govt expect the contractor to perform multicast in this scenario or provide static meshed connectivity between the CPE locations?	For the Multipoint Connection feature, it means static mesh connectivity.
791	Both	C.2.5.1.3	Will GSA make 7.5 kHz audio optional? This would align the technical requirement with the indication of 7.5 kHz audio as optional in Table B.2.5.1.3-2.	For Universal, the answer is no. The "7.5 kHz audio" feature is an FTS2001 requirement and is included as mandatory for continuity. The Government will amend Universal RFP Section B, Table B.2.5.1.3-2 to list the "7.5 kHz audio" feature as mandatory. For Enterprise, "7.5 kHz audio" feature is already optional, and is specified accordingly in both Section B and Section C.
792	Both	C.2.5.1.4.1	Section C.2.5.1.4.1 states "A service is considered unavailable when a PLS circuit experiences 10 consecutive severely errored seconds (SES). An unavailable circuit is considered available when restoration activities have been completed and 30 consecutive minutes have passed without any errored seconds..." This conflicts with the availability measurement listed in other service sections. Will the Government please modify the PLS availability measurement and calculation to make it consistent with the Availability Performance Metric listed in the other service sections?	The Government believes the PLS availability requirement and formula are already consistent with the standard Availability definition.

Questions and Answers for Network Universal and Enterprise RFPs

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793	Both	C.2.5.2.1.4 (11)	Does the government require the vendor to map and de-map services via GFP/LCAS/VCAT. If so, what services? If not, does the government require that the vendor simply support the transport and integrity of these structures and payloads?	It is not the Government's intention to define specific implementation methods to the vendors. Networkx is a performance based contract and the implementation used to achieve the performance required is left to the vendor's discretion. The support of Next Generation SONET (GFP, LCAS, VCAT) is optional, but if the vendor supports these protocols in the access component of the service, mapping and demapping will be necessary.
794	Both	C.2.5.2.1.4 (6b)	Is the Government requesting the contractor to perform encapsulation/de-encapsulation of services simply support the transport of such circuit structures?	The Government's intention is to leave such implementation details to the vendors' discretion. The vendor has the option of implementing the transport of data traffic without the use of VCAT. If the vendor's networks support transport of data services (i.e. Ethernet, ESCON, FICON, FC) over Next Gen SONET infrastructure, then encapsulation and de-encapsulation needs to be supported.
795	Both	C.2.5.3.1.2	The RFP requires the following: 4. International Engineering Consortium (IEC) a. IEC 825-1, Safety of Laser Products, Part 1: Equipment classification, requirements and user's guide, First Edition, 1993-11 b. IEC 825-2, Safety of Laser Products, Part 2: Safety of optical fiber communications systems, First Edition, 1993-09 IEC 825-1 was amended and redesignated in 1997 as IEC 60825-1/Am.2, which significantly changed the previously existing laser safety requirements that dated back to the IEC base standard of 1993. A consolidated edition of IEC/EN 60825-1/Am. 2 is available as IEC 60825-1, Edition 1.2 2001-08. It consists of the 1993 base standard along with the first and second amendments of 1997 and 2001. IEC 825-2 is now known as IEC 60825-2. Part 2: Safety of optical fiber communication systems (OFCS) [Third edition 2004-06] A.Will GSA change the inaccurate designation ""International Engineering Consortium (IEC)" to "International Electrotechnical Commission (IEC)? B.Will GSA amend the RFP to reflect the updated, redesignated standards shown above as the nominal specifications?	GSA will amend the text of Section C.2.5.3.1.2, #4a and #4b, to read as follows: 4. International Electrotechnical Commission (IEC) a. IEC 60825-1, Edition 1.2 2001-08 Safety of Laser Products, Part 1: Equipment Classification, Requirements and User's Guide, Consolidated Edition - International Restrictions. b. IEC 60825-2, Safety of Laser Products, Part 2: Safety of Optical Fibre Communications Systems (OFCS) - International Restrictions.
796	Both	C.2.5.3.1.4 (1) (b) i (1,2 &3)	The RFP states: "(i.) Inter-city connectivity. The contractor shall specify for the Government the information outlined as follows." Will GSA reword requirement as follows: "i. Inter-city connectivity. The contractor, once the proper non-disclosure agreements (NDAs) are agreed upon with the Agency, shall specify for the Government the information outlined as follows."? This rewording will protect the security of sensitive agency information. Unprotected distribution of detailed information on network topology would be in violation of requirements from other Government (Defense Agency) customers.	GSA will amend RFP Section C.2.5.3.1.4 items (1, 2 & 3) to read as follows: "i. Inter-city connectivity. The contractor, once the proper non-disclosure agreements (NDAs) are agreed upon with the Agency, shall specify for the Government the information outlined as follows,".

Questions and Answers for Network Universal and Enterprise RFPs

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797	Both	C.2.5.4.1.1.4	On page C-122, item 4, it states, "Following the implementation of Networkx, the contractor shall support optional rates beyond than 10Gbps, e.g., 40 Gbps and greater." Should "shall" be changed to "may" since the rates are optional	Yes. GSA will amend the RFP to modify the requirement in Section C.2.5.4.1.1.4 (4) to read as follows: "4. Transmission Rates. Wavelengths shall be supported at 2.5 Gbps and 10 Gbps. Following the implementation of Networkx, the contractor may support optional rates beyond than 10 Gbps, e.g., 40 Gbps and greater."
798	Both	C.2.5.4.1.1.4 (13c)	Can the government provide an example of a "native" ATM or IP interface that might be deployed as a solution?	Requirement 13c in Section C.2.5.4.1.1.4 will be deleted in an upcoming amendment.
799	Both	C.2.5.4.1.4.1	If the offeror provides the KPI at some point, within the term of the contract, will GSA consider the offeror's response to be compliant?	The Networkx RFP states the Government's technical requirements and associated performance criteria. Vendors shall be compliant with all performance criteria (KPIs) at service acceptance testing.
800	Both	C.2.5.4.2	OWS over the Automatic Switched Transport Network (ASTN) is optional in Universal Section C.2.5.4.2.1, but is mandatory in the Enterprise Section C.2.5.4.2.1. As ASTN is an emerging technology for providing OWS, request that it be made an optional part of the OWS service.	Yes. It is the Government's intention for Section C.2.5.4.2 to be Optional. The Networkx Enterprise RFP Section C.2.5.4.2 will be labeled [Optional]. The Networkx Universal RFP Section C.2.5.4.2 is labeled correctly as [Optional] already.
801	Both	C.2.5.4.2.4.1	Will GSA modify C.2.5.4.2.4.1 OWS over ASTN performance metrics to align with C.2.5.4.1.4.1 OWS over WDM performance metrics? This modification would maintain consistent performance standards over similar service technologies.	The requirement for OWS over ASTN is optional and defined with the required performance levels. The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
802	Both	C.2.5.4.1.4.1	Will GSA make Restoration Time KPI optional? OWS is not always purchased in a resilient configuration, as indicated in Section C.2.5.4.1.1.4, Items 2a and 3a, regarding grade of service for restoration time.	The Networkx RFP (Universal and Enterprise), Section C.2.5.4.1.1 indicates that the basic wavelength service required is an unprotected wavelength in a point-to-point configuration. Therefore, no resilience requirement is mandated. The Restoration Times (GoS), included in Section C.2.5.4.1.4.1 are compliant with traditional SONET standards for both critical and routine users. Compliance with these restoration times for critical users is mandatory only in Universal, it is optional in Enterprise. The Government will not amend the RFP.
803	Both	C.2.5.4.2.1.2	The RFP indicates this standard requirement: "Telcordia standards for metro protection are GR-253, GR-1044, and GR-1230. Telcordia standards for metro protection are GR-253, GR1044, and GR-1230". The Bidder and Telcordia has been unable to locate GR-1044 in the Telcordia library. It is believed that this Telcordia requirement document is not in force. Because there is no available information on these standards, bidders would be unable to comply with this requirement. Will GSA delete these references to GR-1044?	GSA will correct the number of the required standard. The amendment to the RFP will read GR-1400 and will be included in the following requirements: (a) Section C.2.5.4.1.1.2 #5, to read "5. Telcordia standards for metro and long haul protection are GR-253, GR-1400, and GR-1230.", (b) Section C.2.5.4.2.1.2 #11, to read "11. Telcordia standards for metro protection are GR-253, GR-1400, and GR-1230."

Questions and Answers for Networx Universal and Enterprise RFPs

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804	Both	C.2.6.1.1.2 & J.2.1	What is the intended coverage requirement for Combined Services? Section C.2.6.1.2 states that "Combined Services shall comply with the following standards and the required standards of the individual services being combined as applicable." There is no explicit coverage requirement for Combined Services in C.2.6, but if "Voice Services" is interpreted to be an "individual service" of "Combined Services" then the coverage requirement may be all domestic SWCs from the traffic model (see J.2.1(a)).	The coverage requirements for Combined Services are described in Section J.2 Geographical Coverage and also in the Networx Hosting Center (NHC). The voice services coverage requirement does not define the Combined Services coverage requirement.
805	Both	C.2.6.1.1.4	Item 6 on page C-141 notes that "Agencies may choose any provider, independent of CS contractor for non-domestic calling" but this is not how the Local and LD industries divide responsibility for non-local calling. Carriers can easily allow a CS line to be "presubscribed" to another LD carrier, but all interLATA calls would then be carried by that presubscribed carrier, not just non-domestic traffic. Unless the end user is using dial-around, e.g. 1010XXX, to reach a non-domestic location, current industry practice supports routing of all interLATA toll and non-domestic toll via one pre-subscribed carrier. Therefore, will GSA remove the requirement for independent CS contractor for non-domestic calling?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
806	Both	C.2.7.1.1.4	Would GSA provide more detail regarding the Security Filter requirements in order to ensure offeror understanding of GSA needs?	Section C.2.7.1.13 (h) intends to ensure that the Agency subscriber to Ethernet services, be able to inspect and classify packets based on MAC and IP addresses and that only authorized MAC/IP addresses flow through the EVC (Ethernet Virtual Connection). This is an optional requirement and it is intended to be an additional offer from the vendor purchased at the request of the subscriber, who may have a list of MAC/IP addresses to be allowed or dropped.
807	Both	C.2.7.1.4.1	Will GSA remove the measurement of packet jitter on Layer2 VPN services? Packet jitter applies to Layer 3.	The RFP accurately reflects the Government requirement. It is GSA's intent to make sure that L2VPNS are reliable enough to run real time applications such as VoIP and IP Video. Therefore, jitter requirements specified in Section C.2.7.12.4.1 have to be met regardless of the underlying infrastructure where L2VPNS is being delivered. As such, the Government will not amend the RFP.
808	Universal	C.2.7.10.1.4	Will GSA please clarify the requirements for Denial of Service and Intrusion? Currently, the Denial of Service requirement is duplicated.	For denial of service, the contractor must provide safeguards to ensure that IPTeIS users are not denied the use of the service. This can include, but is not limited to, protection from attempts to disrupt or prevent access to IPTeIS such as flooding the network or blocking of IPTeIS users. For Intrusion, the contractor must provide safeguards to mitigate attempts by illegitimate users to access or use the Agency IPTeIS (e.g., fraud prevention).

Questions and Answers for Networx Universal and Enterprise RFPs

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809	Both	C.2.7.10.1.4	As specified by G.107, quality scoring is given by R-Factor, Scale= 0 through 100. R-Factor is the leading industry measurement for packet-based voice. Would GSA consider a minimum R-Factor level in place of a MOS level (Scale = 0 through 4)? In addition, all scoring for minimum levels should apply to G.711 CODEC only, as the initial R-Factor/MOS score for calls other than G.711 CODEC calls will often start below the minimum value.	Yes, the contractor can convert the R-Factor into an equivalent Mean Opinion Score (MOS) as long as the minimum required score is met. The requirement for a Mean Opinion Score (MOS) equivalent to or greater than 4.0 applies only to the G.711 CODEC.
810	Both	C.2.7.11.1.4	Would GSA please provide further detail regarding the Video requirements? The RFP currently references the FTR 1080B interface standard, which is an ISDN-based standard. Please clarify the IP-based requirements and/or interfaces for both the Technical and Pricing sections.	The FTR 1080B-2002 specifications include requirements for IP packet switched networks (ITU-T H.323 standard).
811	Universal	C.2.7.12.1.3	The RFP states that "Layer 2 Private Network IP Services (L2VPNS) shall comply with the following standards, as applicable." Some of the standards referenced may not be supported commercially. We recommend that bidders be allowed to comply with standards "...as applicable, and when commercially available." Will GSA agree to allow bidders the flexibility to comply with referenced L2VPNS standards by amending the requirement to state that bidders " ...shall conform to the following standards as applicable and when commercially available."?	The Universal Networx RFP already complies with the requested change. The introductory paragraph states "shall comply with the following standards, as applicable" and in item number 3 at the end of the section, states "All new versions amendments, and modifications to the above documents and standards when offered commercially".
812	Both	C.2.7.2, C.2.7.3	The RFP requires the contractor to support the RC4 encryption method. Only a limited number of vendors supporting RC4 are able to meet the security requirements specified in the RFP, severely limiting sources and price competitiveness. We request that RC4 encryption be an optional encryption method.	Yes. In Sections C.2.7.2.1.4 and C.2.7.3.1.4 the Technical Capabilities item #2 will be amended to state "The contractor will provide various encryption levels as required by an Agency. Examples include 3DES, RC4 (Optional), and AES in accordance with the appropriate FIPS publications and modules.
813	Enterprise	C.2.7.2.1.2	item 8 Should "SL Protocol Specification" read "SSL Protocol Specification?"	Yes, item 8 should read "SSL Protocol Specification" and will be corrected in an upcoming amendment.
814	Both	C.2.7.2.1.3	The RFP requests that the vendor comply with requirements for many tunneling standards, but the connectivity specifically requires that "IPSec tunnel originates and terminates at agency site". Please clarify what is required.	Tunneling standards other than IPSec are acceptable; these include SSL and TLS. Refer to section C.2.7.2.1.2 Standards. To remove the appearance of conflict, the RFP will be amended, deleting the following sentence from C.2.7.2.1.3 Connectivity: "An encrypted IPSec tunnel originates and terminates at Agency sites".

Questions and Answers for Networx Universal and Enterprise RFPs

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815	Both	C.2.7.2.1.3	Is GSA looking for exclusive capability (fully manage the security policies and monitor the device by contractor) or shared capability with the contractor?	The requirement is for a fully managed capability. To provide better clarity, C.2.7.2.1.4 Technical Capabilities #8, will be revised in a future amendment as follows: "The contractor shall provide proactive, around-the-clock management of the premises-based IP VPN. The contractor shall also provide Agencies with administrative tools to view the topology, operational state, order status, and other parameters associated with each VPN."
816	Both	C.2.7.2.1.4	item 10 Please clarify whether the requirement is a) that the premises-based IP-VPN equipment must support full routing capability within the VPN (i.e., within/over IPSec tunnels), or b) that the premises-based IP-VPN equipment must be capable of participating in premise and network routing (i.e., outside the context of the VPN service)?	Option a) is the requirement. Section C.2.7.2.1.4 Technical Capabilities, item #10 clarification: The VPN platform is the equipment and the contractor's management functionality for the VPNs that the contractor offers all its Premises-based IP-VPN customers. Therefore the Premises-based IP-VPN must support full routing capability within the VPN.
817	Both	C.2.7.2.2.1	The RFP states, "The contractor shall provide controlled and monitored connections between the IP-VPN service and the Internet via a hardened trusted gateway." Should the contractor assume that even when the VPN device is a hardened, trusted gateway, that the customer is also requiring a separate device between the VPN CPE and the Internet to perform this function? Please clarify.	No, when the VPN device is a hardened, trusted gateway, the offeror should not have to provide a separate device.
818	Both	C.2.7.2.4.1	Was the intent that latency have to be calculated for dial service? The other remote access services listed in table C.2.7.2.3.2 were specifically omitted from latency calculations. The intermittent nature of dial connections, as well as the end point not necessarily being a fixed location or having a static IP address, may increase the economic costs of offering the service if latency metrics have to be collected and reported for dial connections. Please consider excluding all services listed in C.2.7.2.3.2.	The Government will exclude all services listed in C.2.7.2.3.2 from the latency calculations.
819	Universal	C.2.7.2.4.1	The heading in Table C.2.7.2.4.1 is garbled/unreadable. Will GSA fix the table so that the headings are correct?	Yes, GSA will amend the table to correct the headings.
820	Both	C.2.7.3.1.4	Why is the tunneling mechanism important when doing "network" based VPNs? Respectfully request that the GSA remove this requirement. Please specify whether the listed multiple tunneling standards all must be accommodated. To do so will increase the cost to the government and provide capabilities needed by only a few government customers. To avoid this consequence, please consider making it a requirement to support at least two of these standards. Clarify which of these are desired to support remote access and which are required for provider edge (PE) to PE. If all must be supported, this will drive up costs particularly for those end users not requiring such capabilities.	The tunnel is to connect the Agency Customer Edge (CE) to the Provider Edge (PE). The specific tunneling standard required will depend on Agency needs. No, all of the listed tunneling standards do not have to be accommodated.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
821	Universal	C.2.7.3.1.4	Would the Government please clarify what the "indication of customers impacted by failure" means in C.2.7.3.1.4 (13a)?	RFP Section C.2.7.3.1.4 Technical Capabilities, 13a through 13f, will be deleted in an upcoming amendment, because the feature requirements are included in Section C.3.3.1.2.4 Step 4 - Fault Management.
822	Both	C.2.7.4.1.2	Standards – the SOW provides an extensive list of security guidance and standards published by the US government. It is difficult for vendors to comply with this list in the absence of the specific agency security requirements and policy. Section J further indicates that compliance with these requirements is stipulative, and provides no opportunities for the vendors to note exceptions from this extensive list of policies Will GSA remove the stipulative requirement for these standards and allow the vendors to address the compliance on a case by case basis with the individual agencies.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
823	Both	C.2.7.4.1.2.34	Standards – "All new versions, amendments, and modifications made to the above listed documents and standards, when applicable and commercially." It appears that the Government did not finish the sentence and this should read ".....when applicable and commercially available." Will GSA modify the sentence/requirement to add the word "available."?	Yes, the Government will revise the RFP to add the word "available" to Section C.2.7.4.1.2 Number 34.
824	Both	C.2.7.4.4.1	Will GSA make the percentage Call Abandoned KPI optional? Agencies might have varied threshold requirements due to the increased cost of installing management and reporting software and systems. This will allow Agencies to identify the staffing and response times appropriate to their needs.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
825	Both	C.2.7.4.4.1	Will GSA make the Response Time KPI optional? Agencies might have varied threshold requirements due to the increased cost of installing management and reporting software and systems. This will allow Agencies to identify the staffing and response times appropriate to their needs.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
826	Both	C.2.7.8.1.1	The requirement states that "VOIPTS shall allow voice calls originating from on-net locations to be connected to on-net and off-net locations by direct dialing." Does this require the use of an abbreviated dialing plan (i.e. a voice VPN), or is the requirement to provide an IP VPN between the multiple on-net sites in which the end user equipment will route these calls based on IP addresses instead of contractor "switching" the call?	The contractor is responsible for routing the calls off-net. The type of architecture deployed is up to the contractor.
827	Enterprise	C.2.7.8.1.2	C.2.7.8.1.2 #8 In regards to ITU-T P.800, is this request in regards to measuring voice quality? Requiring this will increase the costs to the government. Is the government willing to pay for the testing required under ITU-TP.800?	This is a performance based RFP and the specification referenced is relative voice quality as defined in the ITU-T P.800 series of recommendations. The contractor must meet the performance specifications for this Section if it offers this service.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
828	Both	C.2.7.8.1.2	IETF RFC 1349 Type of Service in the Internet Protocol Suite (status: Proposed Standard) has been replaced by RFC 2474 Definition of the Differentiated Services Field (DS Field) in the IPv4 and IPv6 Headers (status: Proposed Standard). Will GSA amend the RFP to reflect the updated standard, as indicated above?	Yes, the Government will amend the RFP. The standard will be updated for both the Networx Universal and Networx Enterprise RFPs in Sections C.2.7.8.1.2 and C.2.7.10.1.2 respectively.
829	Both	C.2.7.8.1.2	IETF RFC 2806 (ENUM) URLs for Telephone Calls (status: Proposed Standard) has been replaced by RFC 3966 The tel URI for Telephone Numbers (status: Proposed Standard) Will GSA amend the RFP to reflect the updated standard, as indicated above?	Yes, this standard will be updated for both the Networx Universal and Networx Enterprise RFPs in a forthcoming amendment.
830	Both	C.2.7.8.1.4	Due to the fact that VoIP services will enter Agency networks through Agency firewalls, Agency firewalls will need to allow for the IP traffic. Would GSA consider allowing for the addition of a security-based Application Level Gateway (ALG) and add a for a CLIN structure to support the ALG addition? This would provide Agencies with security for both voice and data.	Additional CLINs are not necessary. This should be included in the basic service price.
831	Both	C.2.7.8.1.4	The requirement currently states, "The contractor shall meet a minimum quality level equivalent to or better than a Mean Opinion Score (MOS) of 4.0 as defined in ITU-T specification P.800 series." Would GSA revise it to read the following, "The contractor shall meet a minimum quality level equivalent to or better than a Mean Opinion Score (MOS) of 4.0 as defined in ITU-T specification P.800 series, when using the G.711 CODEC."? Due to the fact that Initial MOS for G.729a is 3.9, a MOS of 4.0 would not be possible.	The Government will amend the RFP to say "[t]he contractor shall meet a minimum quality level equivalent to or better than a Mean Opinion Score (MOS) of 4.0 as defined in ITU-T specification P.800 series, when using the G.711 CODEC." This amendment will apply to C.2.7.8.1.4 (9) [VoIPTS] and C.2.7.10.1.4 (9) [IPTeIS].
832	Both	C.2.7.8.1.4-11	Industry standards provide for a common security infrastructure across the three services of VoIP Transport Service, IP Telephony Service, and Combined Internet Protocol Service (CIPS). Would GSA align the Denial of Service and Intrusion security requirements across the three services? The requirements documented for IPTeIS could be applied across the three services.	The RFP accurately reflects the Government requirement. The Denial of Service and Intrusion requirements are identical for all three services. As such, the Government will not amend the RFP.
833	Both	C.2.8.2.1.2	IETF RFC 2705 Media Gateway Control Protocol (MGCP) Version 1.0 (status: Informational) has been replaced by RFC3435 Media Gateway Control Protocol (MGCP) Version 1.0 (status: Informational). Will GSA amend the RFP to reflect the updated standard, as indicated above?	The RFPs will be amended to reflect the new RFC 3435, instead of RFC 2705 which has been superseded.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
834	Both	C.2.7.9.1.4	There are reservation requirements listed in IPVTS C.2.7.9.1.4 (#9-14). There is a reservation requirement in VTS C.2.8.1.1.4 (#13). These reservation requirements are not the same, but they should be. The reservation requirements should be the same for IPVTS or VTS as they are required to interoperate. The requirements for each section, should be the same to avoid confusion.	There are no RFP requirements for the reservation capabilities between both services to interoperate. VTS is a legacy FTS2001 service that has service continuity requirements that must be met. IPVTS is not constrained by the continuity requirement. Section C.2.7.9.1.4 (13) will be amended to include the "Lecture Control (Broadcast Video with Audio Return)" requirement as described in C.2.8.1.1.4 (13 d) for both the Enterprise and Universal RFP's.
835	Both	C.2.9.1.1.4.2	Will GSA revise the probing intervals to 15 minutes? Industry practice is to probe equipment on 15-minute intervals.	The Government will amend the RFP to revise the probing interval.
836	Both	C.2.9.1.1.4.2	Please clarify the requirements for application-level statistics and performance information as this one requirement could mandate the need for RMON probes and/or other additional equipment. Would the Government consider providing an additional ICB CLIN for this requirement?	Application-level performance information may consist of traffic, error, and response time statistics for an application. The Agency Statement of Work will detail Agency-specific applications and requirements. Table B.2.9.1.2-4 provides an ICB CLIN (0280090) for the equipment necessary to meet Agency-specific needs. The Government does not expect to add an additional ICB CLIN for this requirement.
837	Both	C.2.9.1.2.1	Will GSA change the description from: "Live Network Testing" to "Network Testing"? Will GSA remove references to "Live" in the feature description? To manage the risk of service outage in the Live network, the Contractor will perform network testing in a robust lab environment, which accurately mirrors the functions of the Live network.	The Government will revise the language to remove the term "live" from the requirement. The new statement will read: "The contractor shall support Agency-specific development services which address the Agency's potential need to test equipment, software and applications on the contractor's network prior to purchase and deployment..."
838	Both	C.3.5.1.2.6	Will GSA please reword the requirement from "The contractor shall not charge the ordering Agency the NRC for Class B expedited service implementation if the contractor fails to meet the customer want date in the order," to "The contractor shall not charge the ordering Agency the NRC for Class B expedited service implementation if the contractor fails to meet the service provisioning interval for Class B expedited orders in Table J.12.3-1."?	Yes, the change will be made in an upcoming amendment.
839	Both	C.3.6	The RFP states that the contractor must display a CLIN in both the SOCN and detailed billing files even when the item is not separately priced or the price is zero. Will GSA allow contractors to display CLIN related items as supported by their commercial billing capabilities? This strategy will enable contractors to provide service without adding cost to their solution for CLINs that don't have associated charges.	No. We will use the government CLINs for both SOCN and detailed billing files. The zero priced transactions must be in the SOCN for inventory purposes. The zero priced transactions are not required on the invoice.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
840	Both	C.3.6.1.2.7	There appear to be three conflicting retention periods for the same information. I.9 (FAR Clause No. 552.215-70) states that the GSA may examine records relating to the contract until three years after final payment. G.5.4 (Archival) specifies a retention period of 6 years and 9 months after final payment of the contract for "copies of all billing data, hardcopy, letters, email, memorandums, adjustment data and other data pertaining to the billing of contract services . . ." C.3.6.1.2.7 (ID Number 1) specifies a retention period of 10 years after expiration/termination of the contract for the same types of records and also cross references G.5. There appears to be no reason to extend any retention requirement beyond the date during which the GSA would audit the relevant records. We suggest that C.3.6.1.2.7 and G.5.4 be revised to be consistent with I.9.	The Government has carefully reviewed this provision and Section C.3.6.1.2.7 remains unchanged. Other sections of the RFP will be amended be consistant with Section C.3.6.1.2.7.
841	Both	C.3.8.1.2	Section C.3.8.1.2 Inventory Management Process Narrative, ID Number 10 states, "The contractor makes corrections to the Networx Inventory as needed to maintain its accuracy and completeness and issues corrected SOCNs as needed." In addition, Section C.3.8.2.6 Step 10--The Contractor makes corrections to the Networx Inventory as needed to maintain its accuracy and completeness, ID Numbers 3 and 4 state, "When the contractor discovers a Networx Inventory data discrepancy, agrees with a Government report of a Networx Inventory data discrepancy, or is directed by the CO as a result of formal discrepancy resolution, the contractor shall also investigate whether or not the Networx Inventory data elements in the Service Order Completion Notices (SOCN) issued to the Government were correct or in error.", "If the Networx Inventory data elements in the SOCN issued to the Government were in error, the contractor shall issue, at no additional cost to the Government, a corrected SOCN or a new correct SOCN that clearly references the original error."	The GSA requires corrected SOCNs to be issued to perform accurate billing and bill verification. In the example provided, if GSA were not to receive the updated Hierarchy Code information the bill could not be verified, would not be paid, and a billing discrepancy notice would be issued.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
			<p>Referencing the requirements for corrected SOCN information, there are various situations after issuance of a SOCN to the Government where the vendor may perform administrative data updates, such as Agency Hierarchy Code revisions, requested by the Agency, which could result in a discrepancy between the original SOCN and the updated information which will be carried forward within the Inventory database. Our concern is that for large established networks for which order activity may have concluded several months or years prior to the update, the contractors are required to submit hundreds or thousands of corrected SOCNs for an administrative data changes, such as restructuring an Agency's hierarchy, which could inundate the Agency with additional information they may not require, causing confusion. Can the Government clarify whether non-chargeable data element changes, e.g., hierarchy code revisions directed by the Government, address updates, network identifier updates, or similar administrative data changes, that are clearly updated and maintained within the inventory database, also require corrected SOCNs?</p> <p>Or, can the government elaborate more on the types of changes or discrepancies they foresee might require corrected SOCNs?</p>	
842	Both	C.4 and L	<p>· L.34.2.4.1 Planning and Management , C.4.1.1.3 Transition Planning, C.4.2.1 Step 1 (Initiate Transition Planning), C.4.2.2 Step 2 (TMP) , C.4.2.3 Step 3 (ALTP), C.4.2.4 Step 4 (TPSP)</p> <p>· L.34.2.4.2 Transition Cutover, C.4.1.1.7 -- Transition Execution, C.4.2.6 -- Step 6 (Process Transition Orders), C.4.2.7 Step 7 (Notify GSA and Agency of Transition Activities), Step 8 (Execute Transition)</p> <p>· L.34.2.4.3 -- Transition Inventory, C.4.1.1.4 -- Transition Inventory, C.4.1.1.5 -- Transition Orders, C.4.1.2 Transition Process Steps, C.4.2.5 Step 5 (Transition Inventory)</p> <p>Section L and the Conformance J-Tables do not provide guidance on sequencing of Offeror responses, but the general practice has been to have the L-Section lead and be followed by the C-Section responses for "like subjects." By adhering to the numerical sequence of L34.2.4.X, the numerical sequence of the Offeror responses for the pertinent C-sections are forced to be out of sequence, as demonstrated above.</p> <p>However, by slightly altering the L-numerical sequence in Offeror's response, such as allowing L.34.2.4.3 -- Transition Inventory (and associated C-sections) to appear ahead of L.34.2.4.2 Transition Cutover (and associated C-sections), this problematic sequencing of the appropriate C-sections are somewhat alleviated.</p> <p>We ask for clarification on the sequencing order of L and C for response format conformance.</p>	<p>The direction in Section L.34.2.4 requires the offeror to structure its transition proposal and the PTMP around the following areas:</p> <p>(a) Planning and Management (b) Transition Cutover (c) Transition Inventory (d) Communication and Reporting During Transition</p> <p>The offeror is free to sequence these four areas in a manner which best describes its approach to the transition requirements in a logical flow as long as it addresses all the minimum requirements cited in Section L.34.2.4.</p>

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
843	Both	C.5.1	Recommendation: Request the government change "TIM1" to the "ATIS TMOC (formerly T1M1)" to reflect the committee's current name	The RFP will be amended. T1M1 will be changed to "ATIS TMOC (formerly T1M1)"
844	Both	C.5.2.1	Request the government identify those presidential communications services for which service provider networks must support NS/EP requirements. Requirement C.5.2.1 Item 10 is vague as service providers would be responsible to provide voice band, NS/EP functionality without knowledge of which presidential communications services apply.	All 14 NS/EP requirements, including item #10 Voice Band Service, are required. After contract award, the list of critical users and their NS/EP service requirements will be defined to the contractor. This information is sensitive/classified.
845	Both	C.5.2.1	Would the government reword requirement C.5.2.1 Item 3 to read: "Selected users must be able to use NS/EP services without risk of usage being traced consistent with existing Government law and applicable exceptions (i.e., CALEA)"?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
846	Both	C.5.2.1	"4.Restorability. Should a service disruption occur, voice and data services must be capable of being reprovisioned, repaired, or restored to required service levels on a priority basis." This requirement is potentially in conflict with TSP rules, which specify that TSP cannot be used to provide priority restoration unless TSP restoration priority was in effect for the service prior to the disruption. Likewise, TSP provisioning priority cannot be used to replace a disrupted service, unless the user must move to another site and establish a similar new service to that site. In other words, if the user does not move the qualifying mission to another location, TSP provisioning cannot be used to restore the failed service. Will GSA consider that absent TSP, there is no basis to provide priority treatment if it results in degraded service for others?	Restorability is a firm Government requirement. Please note that Item #4 Restorability applies to all 17 services (see C.5.2.2.1.1) for critical users, where TSP only applies to dedicated circuits for which agency has obtained TSP authorization from the NCS (see C.5.2.4). The requirements for TSP are separate from the NS/EP Technical Requirements of '14 Basic Functional Requirements for 17 services identified by the NCS and the Office of Science and Technology Policy.
847	Both	C.5.2.2.1.1	Will the government modify Functional Requirements Matrix in Section C.5.2.2.1.1 to separate the functions of GETS, WPS, TSP specific requirements from each other, as well as separate current capabilities and future desired functionality?	No, because Networx is a performance-based procurement and separation of implementation details about NCS GETS, WPS, and TSP from Networx NS/EP functional requirements requires design/implementation analysis from the contractor.
848	Both	C.5.2.2.1.1	Will GSA remove the Mobility Functional Requirement from the following services: VS, TFS, ACS, VTS, FRS, IPS, ATMS, SMES, PLS, EthS, L2VPNS, IPTeS, VOIPTs, and CIPS? Section C.2 does not define UNI requirements for the above services.	The mobility functional requirement represents the Government's need in all 17 services defined for NS/EP critical users. Section C.2 has also defined UNI requirements for these NS/EP services.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
849	Both	C.5.2.4	Will GSA reword the requirement in Section C.5.2.4 to read: "Should the contractor's network experience significant degradation or failure, the contractor shall provide priority restoration of affected Networx services in accordance with the TSP system five levels of priorities. In addition, the contractor shall ensure that the restored circuits retain the property of the original circuits."? To tie TSP to the retention of other properties of the original circuit expands beyond current FCC mandate. Since TSP, path avoidance, and diversity are three separate services, they will be contracted separately.	Agree. The last paragraph will be amended to delete "and diversity and path avoidance if any".
850	Both	C.5.2.5	The RFP requires "Protection of Satellite Command Link." However, there are many satellite operators operating some 100+ satellites currently in orbit. Some of the satellites in use are at least ten years old. Encryption of the TT&C link is not possible in some cases, not standard commercial practice in all cases and in fact is very seldom used. Will GSA remove this requirement from the RFP?	The RFP accurately reflects the Government requirement. The last portion of the first paragraph allows for alternative approaches, as it says "or by using other equally effective methods, such as physical isolation, message throttling, screening, and tunneling." As such, the Government will not amend the RFP.
851	Both	C.7	RFP states reports first report will be provided 5 business days after first complete calendar month and will be updated "As requested by the subscribing Agency". Please clarify if updates will also be required within 5 business days.	Yes, updates will also be required within 5 business days after notification by the subscribing Agency.
852	Universal	C.7.3	Will GSA make these Reports (C.7.3; C.7.14; C.7.15) optional? These are reports for Optional Services.	The stated requirements represents the Government's service needs. These reports are only mandatory if the offeror provides the optional services.
853	Enterprise	C.7.4.1	Why does the technical report section identify packet loss as a component but it is not a requirement for the service in C.2.7.3.4.1? Is this required?	The referenced section in the question does not discuss this topic, so the question is unclear and the Government is unable to respond.
854	Both	C.7.4.1.5	The RFP mandates that the contractor shall retain log files and reports for a contracted period of time and provide them daily, weekly, monthly, in real-time, or upon request as applicable. The Government does not provide the specific timeframes for on-line and off-line storage requirements. Will GSA provide the specific timeframes required for storing information on-line and off-line to support audit review of requirements of the contract?	The Government will amend the RFP. C.2.7.4.1.5 Technical Capabilities, #4 Agency Dedicated Help Desk, #g (log files and reports) will be amended to add the timeframe of 1 year for storing information on-line; and 3 years for off-line storage.
855	Both	G.5.3	Item 4 of this clause contains FAR 52.215-2 (Audits and Records), referenced in this provision, broadly interprets the word "Record." The meaning of "Record" should be limited to data only in support of an invoice under this clause. Since Networx will be a fixed price contract, does GSA intend to only audit contractor records to verify the accuracy of the invoices submitted, including the accuracy of the GMS fee?	The reference to Audit and Records - Negotiation (FAR 52.215-2)(JUN1999) in G.5.3 Item 4 does not limit the applicability of the FAR Clause in Section I to the billing and supporting documentation. The reference is there as a reminder to the contractor that the collection and supporting documentation is subject to audit.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
856	Both	H.20	The RFP states that the Past Performance Information Retrieval System (PPIRS) will be used by the Contracting Officer for FAR Part 42 evaluations. If there are no entries for a specific bidder in PPIRS, will this lack of information be used as a factor in the past performance evaluation for contract award? Will this system be used by agencies to evaluate existing awardees past performance during the Fair Consideration process as new requirements are identified and competed on the Networx contract?	A lack of information in the Past Performance Information Retrieval System regarding a specific offeror will result in a neutral rating unless there is other information available upon which to base a rating. An Agency may consider past performance and may use PPIRS as part of its fair opportunity process.
857	Both	H.28	This clause lists only federally-imposed Universal Service Fees. A number of state jurisdictions have adopted such fees. The nature of these fees is essentially the same and there should be no such distinction. Both state and federal Universal Service Fees should be covered. The RFP should require offerors to generate a list of those jurisdictions where USF state fees apply and to identify the basis and magnitude for such charges in effect at the time of contract award so that they may be passed on.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
858	Both	H.32	At the end of the first paragraph, there is the following sentence, "The contractor shall not invoice the Government for any items not already in the contract." The sentence should be preceded by the phrase "To the extent permitted by law," This will address the fact that applicable regulatory law may make it illegal to provide a service at below cost.	The clause will be modified in an upcoming amendment to clarify that the fair opportunity process does not require a service trial. However, service trials require a fair opportunity process. The Government will not modify the RFP clause to add the requested language.
859	Both	H.5	This clause should be deleted as there will be no tax returns provided by the Government in conjunction with the performance of the contract. If the Government believes an Enterprise contractor will be reviewing tax returns in performing its work, please describe the circumstances of such review.	While the Government does not envision the contractor reviewing tax returns, it is possible that tax information may traverse the contractor's network and the clause is present to ensure that special rules applicable to the handling of the IRS data are incorporated into any resultant contract.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
860	Enterprise	I.1.54-55	Background: Section L.4 (a) states: "Submission of cost and pricing data is not required." This is consistent with procurement of commercial items, with commercial pricing. However, the following sections all require Cost Accounting Standards or related Cost and Pricing Data: * Section I.1.54-55 FAR 52.230 Series (CAS), * Section I.1.71-72 FAR 52.244 Series (Competition in Subcontracting) * Section K.21 52.230-1 Cost Accounting Standards Notices and Certification * Section L.21 Preaward Audit Requirements, Comment: Recommend that Sections I.1.54-55, I.1.71-72, K.21, L.4, and L.21 be deleted. Also recommend that Government should consider using FAR Part 12 Acquisition of Commercial Items in their place.	GSA has determined that Networx Enterprise is being conducted as a negotiated procurement using the procedures in FAR Part 15 and will not amend the solicitation to change it into a FAR Part 12 acquisition for commercial items. The referenced clauses will remain in the RFP. While the Government does not anticipate the need for cost and pricing data, it reserves the right to require it should it be needed.
861	Both	I.1.83	The RFP incorporates FAR Clause No. 52.249-4 (the correct title is "Termination for Convenience of the Government (Services) (Short Form)," not "Reserved" as stated in I.1.83). Pursuant to FAR 49.502(c), the Government should insert this clause only when it "determines that because of the kind of services required, the successful offeror will not incur substantial charges in preparation for and in carrying out the contract." The services contemplated by this RFP do not appear to meet this requirement. As such, this clause should be deleted. In addition, incorporation of this clause would appear to conflict with the incorporation of FAR Clause No. 52.249-2, Termination for Convenience of the Government (Fixed-Price).	The clause is "Reserved" the FAR number will be deleted in an upcoming amendment.
862	Both	J.12.4	In order to facilitate billing, we would like to propose the following deletions and additions to the billing elements: 1. Product (Voice); Billing Data Element (Orig Serv Wire Center); Recommended Action (DELETE); Comments (Call detail includes the originating number when provided). 2. Product (Voice); Billing Data Element (Term Serv Wire Center); Recommended Action (DELETE); Comments (Call detail reflects the terminating number).	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP. Any vendor may provide additional elements it considers relevant or beneficial.
863	Both	J.13.2	Will GSA add the following clarification to SLA Measurement Guidelines (Section J.13.2): "The Government will consider a proposed service outage credit allowance plan based on the Contractor's current commercial practice."? This is consistent with current FTS2001 and Crossover contracts and can be more advantageous to the Government.	No, Attachment J.13.4.2 states the Government's requirements for a Service Outage Credit plan.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
864	Both	J.13.3.20	Will GSA remove the following requirement: "There shall be no Detail Billing File records that represent changes that are being billed for the first time more than 90 calendar days after the service was rendered."? Deduction of charges billed older than 90 calendar days is not a commercial practice. Use of contractor's commercial systems is encouraged, and GSA intends to improve efficiency of current and additional services by using commercial practices.	No. GSA intends to create incentives in the Networx contract for contractors to bill accurately, and the "90-day" clause in the Billing Accuracy SLA (Attachment J.13.3.20, item 6) is an important dimension of billing quality. It is to the contractor's benefit to bill services in a timely manner and for its customers to pay for services rendered promptly.
865	Both	J.5.2	E911 capabilities specified by the Government do not mandate the use of GPS as the sole locating technology. GSA will still receive the benefit of location services through E911 without requiring GPS, which will incur additional cost. Software installed at the switch can provide for equivalent functionality. Would GSA consider not requiring GPS as the sole E911 mechanism?	The Government will amend the RFP to permit a non-GPS based E911 capability for wireless handsets.
866	Both	J.5.2	Please clarify element 5 of SED Set No.44. Is it GSA's intent to require vendors to supply the personal computer in element 5, or to provide the SEDs to support wireless functionality of the personal computer specification described in number 5?	Regarding element 5 of SEDs Requirement Set No. 44, it is not the Government's intent to require contractors to supply the personal computer noted in element 5. It is the Government's intent to require contractors to supply the NIC needed to support the wireless functionality of a class of personal computers, the minimum specification of which is described in element number 5.
867	Both	J.5.2	Will GSA clarify which components that GSA is requesting for MWLANS SED? - MWLANS Base Station - MWLANS NIC Card - MWLANS Base Station and NIC Card.	SEDs Requirement Set No. 46 will be revised to make it clearer that the requested MWLANS SED is a NIC card.
868	Both	J.9	Does Section J in Enterprise contain additional section requirements that are not reflected the Universal RFP? Section J Enterprise contains all components listed in C.3.2.1. We have noticed that Universal Section J only contains Sections C.2.3.2.3. – C.2.3.2.4.	Yes, there are requirements in Attachment J.9 for Networx Enterprise that are not in the Attachment J.9 for Networx Universal.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
869	Both	J.9.1.1.2	<p>The RFP states that the contractor "...agrees to comply with all requirements, terms and conditions cited in Tables J.9.1.1.2 (a), Technical Stipulated Requirements for Mandatory Services and J.9.1.1.2 (b), Technical Stipulated Requirements for Optional Services that are checked 'Comply.' All requirements, terms and conditions cited as 'Comply' remain unchanged and are in full force and effect." The vast majority of standards referenced throughout the RFP Section C are incorporated into the J.9 Stipulated Compliance. We note that while some of the Section C RFP requirements are prefaced with "...shall comply with the following standards, as applicable, and when commercially available", others are prefaced with "...shall comply with the following standards, as applicable" or simply "...shall comply." We have found several standards references that have been superseded by newer versions and/or drafts that have expired. Since new standards, draft standards, and working group activities are ongoing efforts that must be balanced with vendor product availability,</p> <p>market demand, and capital investment, stipulating compliance is a moving target. We agree that proposal responses to standards references should be incorporated under Stipulated Requirements, however, to make the RFP consistent and to enable bidders to comply with the requirements, we recommend that the RFP to allow the Contractor to meet the spirit and intent of stipulating compliance with standards while mitigating the risk of changes in standards between proposal submission and contract award. A. Would GSA be agreeable to prefacing all standards references in Tables J.9.1.1.2 (a) and J.9.1.1.2 (b) with "...shall comply with the following standards, as applicable, and when commercially available."? B. Would GSA be agreeable to incorporating this text throughout the RFP wherever standards must be addressed by bidders?</p>	<p>The RFP will not be revised as suggested. The phrase "as applicable" and "when commercially available" have different meanings. "As applicable" signifies that not all of the listed standards apply to a particular approach or that the offeror may choose between alternative standards. In both cases the offeror will comply with the requirement by satisfying only the standards that meet the qualifying phrase. The requirements in Attachment J.9 are a compilation of "shall" statements from the RFP. The offeror is responsible for satisfying the requirement in the context of the body of the RFP. Thus, if the qualifier (e.g., as applicable) appears in the RFP text but does not appear in the excerpted entry in Attachment J.9, it still governs the requirement.</p>
870	Both	J.9.1.1.3	<p>These items immediately follow the narrative requirements for Section 2.6.1, Combined Services. It is not clear if these items should be addressed only in relation to Combined Services or if they should be addressed with respect to all the services identified in paragraph C.6.4. Will GSA please clarify?</p>	<p>The requirements apply to the specific services listed in Section C.6.4. They are not unique to Section C.2.6.1 Combined Services. Please refer to the listing of services in Section C.6.4 for which the requirements apply.</p>

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
871	Both	J.9.2.1	<p>The RFP states "On-Time Provisioning Credits - If the contractor fails to implement a routine or Class B expedited order within the provisioning interval specified in Table J.13-3 or if the Completion Date in the SOCN is greater than the Firm Order Commitment Date for a project order, the customer is entitled to a credit equal to 50% of the Non-Recurring Charges or 50% of the Monthly Recurring Charge for that order, whichever is greater." The offeror requests that the credit be limited to 50% of the MRC or 10% of the NRC, whichever is greater. The reason for this is that Non-Recurring Charges are directly related to the actual cost to build new services. The purpose is to offset real installation costs incurred by the vendor. Some of the Non-Recurring Charges could include installation charges associated with construction for access facilities, the purchase and installation of CPE, wiring or other associated labor and product costs. For example, the installation may be for new construction of a SONET Ring to serve two Government locations.</p> <p>The service may require the installation of inside fiber to the customer's computer room and a high-end Router. The installation charges or Non-Recurring Charges could be a significant part of the overall cost to provide the service. If this credit requirement is not modified, the Government will find that larger Monthly Recurring Charges are associated with new construction, inside wiring and service enabling devices.</p>	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
872	Both	J.9.1.5.1	Discusses the Suite Definition. The definition does not appear to be provided. Will GSA please clarify and provide the definition?	J.9.1.5.1 (37) covers a price volume conformance requirement found in Section L.34.5.6. This requirement states that "SED Suites" that are "proposed by the offeror" will be defined in Sections J.5.1 and J.5.2. The introduction to J.5 makes clear that a numbered SEDs Suite is the offeror's responsive proposal for SEDs to an identically numbered, Government-defined Requirement Set. The Government's numbered Requirement Sets are defined in Sections J.5.1 and J.5.2.
873	Universal	J.9.1.5.2	These statements appear to contradict one another. Please clarify.	As stated in B.2.11.10.2, both conditions apply.
874	Universal	J.9.1.5.2	Will GSA please clarify the intent of the ellipse at the end of the statement?	The ellipse indicates the requirement is split into stipulated and narrative. In order to fully understand the context of the requirement, the Offeror is expected to read the requirement(s) referenced in the RFP section column. For the requirement in question, the other half of the split requirement is in J.9 ID # 26 in Universal Table J.9.1.5.3 (a) Price Narrative Requirements for Mandatory Services.
875	Enterprise	L.30	Item (a) states that a Pre-proposal Conference will be held as indicated in the cover letter. The cover letter does contain any reference to a Pre-proposal Conference. Does the Government intend to hold a Pre-proposal Conference?	The Government does not intend to hold a preproposal conference. See Clause L.30 as revised in Amendment 1.

Questions and Answers for Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
876	Both	L.33	States: All past performance material as described in Section L.34.3 Past Performance. Researching the paragraph finds the following; L.34.3 is titled IP Services Past Performance Volume. Would GSA please correct the cross references?	No correction is necessary. In Universal, L.34.3 describes the Past Performance volume. In Enterprise, L.34.3 describes the IP Services Past Performance volume and L.35.3 describes the Wireless Past Performance volume. The title is accurate.
877	Both	L.33.1	The RFP requirement states that the fold-out page size not exceed 42.5 x 11 inches in size. Please confirm that a fold-out page counts as one submitted page.	A fold-out page counts as one submitted page.
878	Enterprise	L.34.1	Why is the Government restricting the number of optional service proposals it will receive by requiring that all mandatory technical requirements be provided? By relaxing this requirement to permit the submission of optional service proposals encompassing less than all of the mandatory requirements, the government will receive more offers and will likely receive offers that at least some agencies may find attractive. Indeed, some of the mandatory requirements may be unnecessary for particular agencies and their inclusion as mandatory requirements will only increase the cost of those services for agencies not requiring certain functionalities of the mandatory requirements. Absent relaxation of this requirement, it is almost certain that GSA will receive fewer offers as the costs for vendors without all such capabilities presently to create compliant services may outweigh the benefits of making the optional service(s) available. Please consider making all mandatory requirements optional.	After careful consideration and review by GSA and the agencies, the mandatory services for Enterprise were developed to present the minimum set of requirements which agencies intend to purchase from this acquisition.
879	Both	L.34.1.4.5	Will the Government consider moving the four descriptive elements (a-d) of Section L.34.1.4.5 and elements (t, u, & v) of Section L.34.1.4.6 (Enterprise) to L.34.1.3, Network Architecture? These questions are Architecture questions that apply across the network. They do not really apply to specific services. If they remain in L.34.1.4.5, offers are required to provide service specific answers.	The Government does not expect to move the descriptive elements. However, the Government will clarify the language in Section L.34.1.4.5 to indicate that the items do not specifically apply to each service. Section L.34.1.4.5 (a) through (d) (Universal), and Section L.34.1.4.6 (t) through (v) (Enterprise) apply to the Transport/IP/Optical Services as a set.
880	Both	L.34.2.3	The last sub-paragraph states: The offeror shall provide its management response with the following components and plans, corresponding with the structure of Section C.3: The appropriate C.3 section for the Program Management Plan, Security Plan, Disaster Recovery Plan, Training Plan, OSS Verification Test Plan and the OSS Change Management Plan all call for the initial delivery of these plans to be at contract award. Is the definition of contract award currently April 2006?	Documents that are "included at contract award" are to be part of the offeror's proposal. Then, if the offeror is awarded a contract, the document will be included in that contract.

Questions and Answers for Networx Universal and Enterprise RFPs

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881	Both	L.34.5.6	GSA requires that only the items included in the proposed SEDs Suites be included in the Section B.4 Price tables. However, there are many services which require one-off Engineering and Design which may require SEDs not listed in the Price Tables. We would like to recommend that CLINs be added for ICB SEDs for situations where Engineering and Design requires SEDs not included in the price table. This will reduce the time needed for the government to approve additional new SEDs to the price table. Will the government agree to add CLINs for SEDs which are found to be required (and are not on the SEDs price table) during the engineering and design of services which require it?	The RFP accurately reflects the Government requirement. The RFP will not be amended to add separate ICB CLINs for MNS and CSDE SEDs. The addition of SEDs may be proposed by a Networx contractor for addition to the Section B.4 Price tables at any time after award. As such, the Government will not amend the RFP.